

INTERMEDIA COMMUNICATIONS INC.

P.S.C.MO. NO. 2

LOCAL EXCHANGE SERVICES TARIFF

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TITLE PAGE

MISSOURI LOCAL TELECOMMUNICATIONS TARIFF

OF

INTERMEDIA COMMUNICATIONS INC.

This tariff, filed with the
Missouri Public Service Commission,
contains the rates, terms, and conditions applicable to
the provision of Basic Local Exchange and
Local Exchange Services within the State of Missouri
offered by Intermedia Communications Inc.

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MISSOURI PUBLIC SERVICE COMMISSION

INTERMEDIA COMMUNICATIONS INC.
LOCAL EXCHANGE SERVICES TARIFF

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2ND REVISED PAGE NO. 1
CANCELS 1ST REVISED PAGE NO. 1

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REC'D MAY 06 2002

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SYMBOLS

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The following symbols are used for the purposes indicated below:

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- C** - Changed regulation.
- D** - Delete or discontinue.
- I** - Increase in a rate.
- M** - Moved from another tariff location.
- N** - New.
- R** - Reduction in a rate.
- T** - Change in text but no change in rate or regulation.

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TARIFF FORMAT MISSOURI
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A. Sheet Numbering - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.

B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the PSCM. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Consult the Check Sheet for the sheet currently in effect.

C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to the next higher level:

2.
2.1
2.1.1
2.1.1.A.
2.1.1.A.1.
2.1.1.A.1.(a)
2.1.1.A.1.(a).I.
2.1.1.A.1.(a).I.(i).
2.1.1.A.1.(a).I.(i).(1).

D. Check Sheets - When a tariff filing is made with the PSCM, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) The tariff user should refer to the latest Check Sheet to find out if a particular sheet is the most current on file with the PSCM.

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~~Public Service Commission~~

LIST OF WAIVED STATUTES AND REGULATIONS

The Missouri Public Service Commission is its order in the case of *In the Matter of the Application of Intermedia Communications Inc. for a Certificate of Service Authority to Provide Basic Local Exchange and Local Exchange Services*, Case No. TA-97-264, waived the following statutes and regulations:

Statutes

| | | |
|-----------|---|--|
| 392.210.2 | - | uniform system of accounts |
| 392.270 | - | valuation of property (ratemaking) |
| 392.280 | - | depreciation accounts |
| 392.290.1 | - | issuance of securities |
| 392.300.2 | - | acquisition of stock |
| 392.310 | - | stock and debt issuance |
| 392.320 | - | stock dividend payment |
| 392.330 | - | issuance of securities, debts, and notes |
| 392.340 | - | reorganization(s) |

Commission Rules

| | | |
|------------------|---|--|
| 4 CSR 240-10.020 | - | depreciation fund income |
| 4 CSR 240-30.040 | - | uniform system of accounts |
| 4 CSR 240-35 | - | reporting of bypass and customer-specific arrangements |

Intermedia Communications Inc. is a competitive telecommunications company.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS
Service Commission

Access Line - An arrangement which connects the customer's location to a Intermedia Communications Inc. switching center or point of presence.

Authorized User - A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Company's service.

Call Forward - Busy - Automatically routes incoming calls to a designated answering point when the called (N, M) line is busy.

Call Forward - No Answer - Automatically routes incoming calls to a designated answering point when the called line does not answer within a pre-specified number of rings.

Call Forward - Variable - Automatically routes incoming calls to a designated answering point, regardless of whether the user's Station is idle or busy.

Call Waiting - Provides the user with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switchhook or hanging up the phone and being rung back by the caller.

Call Waiting Cancel - Allows the user to cancel the Call Waiting feature on a per call basis by dialing a specific two digit code.

Call Transfer - Enables the Customer to exit a three-way call, leaving the other two parties in conversation.

Caller ID with Name and Number - Allows the user to view the name and phone number of the calling party before the phone is answered.

Calling Number Delivery Blocking - Allows a Customer to block the delivery of their telephone number to the called party's destination display on a selective or complete basis.

Calling Number Delivery Blocking - Complete allows a Customer to request Calling Number Delivery Blocking on their line or trunk that automatically blocks the delivery of the caller's number on their line or trunk that automatically blocks the delivery of the caller's number on all outgoing calls. Complete Blocking does not prevent the delivery of telephone numbers to 911 emergency providers.

(N, M)

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, CONT.

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Calling Number Delivery Blocking, cont.

Calling Number Delivery Blocking - Selective allows a Customer to activate and deactivate on a per-call basis Calling Number Delivery Blocking using a feature access code prior to placing an outgoing call. Selective Blocking does not prevent the delivery of telephone numbers to 911 emergency providers.

(N)

Service Commission

(N)

Carrier or Company - Whenever used in this tariff, "Carrier," "Company," or "Intermedia" refers to Intermedia Communications Inc. unless otherwise specified or clearly indicated by the context.

(M)

Channel - A physical or logical pathway for the transmission of information between a sending point and a receiving point.

Commission - Missouri Public Service Commission.

Customer - The person, firm, corporation, or other entity which orders, cancels, amends, or uses service and is responsible for payment of charges and compliance with the Company's tariff.

Exchange Access Line - The serving central office line equipment and all Company plant facilities up to and including the Company-provided Standard Network Interface. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the Customer. Exchange access lines are subject to non-recurring charges, as specified in Section 4 of this tariff.

ILEC - The incumbent Local Exchange Carrier.

Intermedia - Used throughout this tariff to mean Intermedia Communications Inc. unless clearly indicated otherwise by the text.

LEC - Local Exchange Company

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LOCAL EXCHANGE SERVICES TARIFF

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1ST REVISED PAGE NO. 9
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Service Commission

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, CONT.

Local Exchange Services - Telecommunications services furnished for use by end-users in placing and receiving local telephone calls within local calling areas.

PSCM - Public Service Commission of Missouri.

On-Ring - Service is provided when the connections at the each end of the circuit are furnished via Company (N) or Company-affiliate facilities, and the circuit itself is furnished via Company or Company-affiliate facilities. (N)

Off-Ring - Service is provided when one connection on a circuit is furnished via Company or Company-affiliate facilities, and the other connection on a circuit is not furnished via Company or Company affiliate facilities. The circuit is furnished via Company or Company-affiliate facilities. (N)

Person-to-Person Calling - An operator-assisted service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant. Charges may be billed to the called party, a third number, a credit card, a calling card or designated third party station.

Resold Local Exchange Service - A service composed of the resale of exchange access lines and local calling provided by other authorized Local Exchange Carriers, in combination with Company-provided usage services, miscellaneous services or interstate/ international services.

Speed Dialing (8 or 30 numbers) - Provides the ability to program most frequently called numbers for one or two-digit dialing. (N)

Station-to-Station Calling - A service whereby the originating End User requests the assistance of a Company operator to place or bill the call. Calls billed Collect or to a telephone company-issued Calling Card or to an authorized Credit Card are Operator-Station calls unless the call is placed on a Person-to-Person basis. Automated Calling Card calls are not Operator-Station calls. Calls may be dialed with or without the assistance of a Company operator.

Collect calls to coin telephones and transfers of charges to third telephones which are coin telephones will not be accepted.

Three Way Calling - Gives the Customer the ability to connect a third to a conversation at any time, regardless of which party initiated the call. (N)

Vanity Number - Subject to availability, allows the Customer to request a telephone number with the least four digits selected by the Customer. (N)

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, CONT.

Remote Call Forwarding (RCF) - RCF allows all calls dialed to a telephone number equipped for RCF (N) service to be automatically forwarded to another dialable telephone number. This service enables a customer to list a local directory number that is forwarded to a different city or exchange. Each RCF service allows for the forwarding of one call at a given time. The RCF customer is responsible for any applicable usage rates/charges between the RCF number and the terminating number.

Conditions:

1. RCF service is not offered when the answering location for a forwarded call is a coin/coinless, Semi-public/public telephone service.
2. The Company cannot guarantee the grade of transmission on remotely forwarded calls. Normal grade end-to-end transmission is not guaranteed because transmission characteristics may vary depending on distance and routing required to complete the forwarded portion of the call.
3. RCF service will only be provided when, in the judgement of the Company, the customer subscribes to sufficient RCF facilities at the terminating (answering) location to adequately handle calls without impairing, disrupting or deteriorating any services offered by the Company. In the event that the use of RCF service causes impairment, disruption or deterioration, the Company shall have the right to discontinue the RCF service.

RCF service is required for each directory number being forwarded. A customer can request additional RCF service (call paths) provided the customer has a receiving group of lines equal to the number of RCF services requested, (i.e., directory number is forwarded to a remote group of 5 lines – the customer can have up to 5 RCF services.).

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SECTION 2 - RULES AND REGULATIONS

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2.1 Undertaking of Intermedia Communications Inc.

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Intermedia's services offered pursuant to this Tariff are furnished for Local Exchange Service among specified points within a Local Calling Area. Intermedia may offer these services over its own or resold facilities.

Intermedia installs, operates, and maintains the communications services provided hereinunder in accordance with the terms and conditions set forth under this tariff. Intermedia may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities as required in the Commission's rules and orders, when authorized by the Customer, to allow connection of a Customer's location to the Intermedia network. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services and facilities are provided on a monthly basis unless otherwise indicated, and are available twenty-four hours per day, seven days per week.

Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service or facility.

2.2 Limitations

2.2.1 Service is offered subject to the availability of the necessary facilities and equipment, and subject to the provisions of this tariff.

2.2.2 Intermedia reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of the law.

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SECTION 2 - RULES AND REGULATIONS

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2.2 Limitations, cont.

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- 2.2.3 The Company does not undertake to transmit with messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.4 All facilities provided under this tariff are directly controlled by Intermedia and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.
- 2.2.5 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.

2.3 Use

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited.

2.4 Liabilities of the Company

- 2.4.1 Intermedia's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.

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SECTION 2 - RULES AND REGULATIONS, CONT.

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2.4 Liabilities of Company, cont.

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2.4.2 The Company shall not be liable for claim of loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.

2.4.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, tradename, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Customer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.

2.4.4 No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.

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SECTION 2 - RULES AND REGULATIONS, CONT.

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2.4 Liabilities of Company, cont.

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Public Service Commission

- 2.4.5 The Company shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishing of service which is not the direct result of the Company's negligence.

2.5 Deposits

- 2.5.1 The Company does not normally collect deposits from Customers. However, deposits may be required from Customers whose credit history is unacceptable or unavailable. Deposits are collected in accordance with the rules of the Commission. On deposits held thirty (30) days or more, simple interest at the rate of nine percent (9%) per annum shall be credited annually to the account of the subscriber or paid upon the return of the deposit, whichever occurs first. Interest will not accrue on any deposit after the date on which a reasonable effort has been made to return it to the subscriber.

2.6 Advance Payments

Recurring Charges: For Customers from whom the Company feels an advance payment is necessary, Intermedia reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges.

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SECTION 2 - RULES AND REGULATIONS, CONT

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2.6 Advance Payments, cont.

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Non-Recurring Charges: Intermedia reserves the right to require pre-payment of non-recurring charges in such amount as may be deemed necessary by the Company. In addition, where special construction is involved, advance payment of the quoted construction charges may be required at the time of application for service.

2.7 Taxes

All state and local taxes (including but not limited to franchise fees, excise tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

2.8 Equipment

- 2.8.1 The Company's facilities and service may be used with or terminated in Customer-provided terminal equipment or Customer-provided communications systems, such as a PBX, key systems or Pay Telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer, except as otherwise provided. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. The Customer is responsible for ensuring that customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities.

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2.8 Equipment, cont.

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- 2.8.2 The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others, to disconnect, rearrange, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- 2.8.3 Equipment the Company provides or installs at the Customer premises for use in connection with services the Company offers shall not be used for any purpose other than that for which the Company provided it.
- 2.8.4 The Customer shall be responsible for payment of service charges, as set forth herein, for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
- 2.8.5 The Company shall not be responsible for the installation, operation or maintenance of any customer-provided equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for the transmission of signals by customer-provided equipment or for the quality of, or defects in, such transmission; or the reception of signals by customer-provided equipment.

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2.8 Equipment, cont.

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2.8.6 Upon reasonable notification to the customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the customer is complying with the requirements set forth in the section for the installation, operation and maintenance of customer-provided facilities, equipment and wiring in the connection of such facilities and equipment to Company-provided facilities and equipment.

2.8.7 Title to all facilities provided by the Company under this tariff shall remain in the Company's name or in the name of the carrier supplying the services and facilities being resold.

2.9 Installation

Service is installed upon mutual agreement between the Customer and the Company. The service agreement does not alter rates specified in this tariff.

2.10 Payment for Service

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an Authorized User of the Customer by Intermedia. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Missouri Public Service Commission.

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SECTION 2 - RULES AND REGULATIONS, CONT. OCT 14 1997**2.10 Payment for Service, cont.****MISSOURI
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Intermedia billing invoices will be considered correct and binding upon the Customer if no written notice or telephone call is received from the Customer within thirty (30) days of the date of the invoice. Adjustments to Customer's bills shall be made to the extent circumstances exist which reasonably indicate that such changes are appropriate.

Upon receipt of a billing inquiry, charges involved in the disputed element(s) of the invoice will be temporarily suspended pending resolution of the dispute. The Customer, however, remains responsible for the timely payment of the non-disputed elements of the invoice.

If a Customer is not satisfied with the Company's response to an inquiry or request for credit, he or she may appeal to the Missouri Public Service Commission for final resolution.

2.11 Billing and Payment Procedures (facilities based and resale)

- 2.11.1 Intermedia issues residential bills on a monthly basis with bills received by the customer on or about the same day each month.
- 2.11.2 Intermedia will not alter the residential billing cycle unless affected customers are sent a bill insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. Such notification is not required when a customer requests a number or billing change or when the customer disconnects and reconnects service or transfers service from one premises to another.

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2.11 Billing and Payment Procedures (facilities based and resale),
cont. OCT 14 1997
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Public Service Commission

- 2.11.3 Intermedia allows residential customers at least 21 days to pay bill charges and offers a preferred payment date plan pursuant to Missouri Public Service Commission Rule CSR 240.33.040(3)&(4) as may be amended from time to time.
- 2.11.4 Intermedia charges 1.5 percent for delinquent past due residential balances.
- 2.11.5 Intermedia sets forth the following on residential bills:
 - 2.11.5.A the number of access lines which charges are stated;
 - 2.11.5.B the beginning or ending dates of the billing period;
 - 2.11.5.C the date the bill becomes delinquent if not paid on time;
 - 2.11.5.D the unpaid balance (if any);
 - 2.11.5.E the amount for basic service and an itemization of the amount due for toll service, if applicable, including the date and duration of each toll call;
 - 2.11.5.F an itemization of the amount due for taxes, franchise fees, Relay Missouri surcharge, 911 surcharges (if applicable) and other surcharges as may be necessary and appropriate;
 - 2.11.5.G the total amount due;
 - 2.11.5.H if applicable, the amount of a deposit and interest accrued on a deposit which has been credited to the charges stated;
 - 2.11.5.I a telephone number where inquiries may be made; and
 - 2.11.5.J. if a deposit is held by the company.

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SECTION 2 - RULES AND REGULATIONS, CONT.

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2.11 Billing and Payment Procedures (facilities based and resale), cont.

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2.11.6 During the first billing period in which a residential customer receives service, Intermedia provides each customer an insert or written notice which contains an itemized account of the charges for the equipment and service for which the customer has contracted.

2.12 Late Payment Charge

Intermedia will assess a late payment charge equal to 1.5% for any past due balance that exceeds thirty days.

2.13 Cancellation by Customer

Customer may cancel service by providing 30 days written notice or telephone call to the Company.

Unless otherwise specified herein, if a Customer terminates services before the completion of a term plan for any reason whatsoever other than a service interruption (as defined herein), the Customer agrees to pay to the Company termination liability charges, as defined below.

(N)

- a. any unpaid Nonrecurring Charges; plus
- b. all remaining Recurring Charges for the balance of the term. Alternatively, the customer may pay remaining Recurring Charges in a lump sum, which will equal the sum of all Recurring Charges for the balance of the term discounted at the prime rate announced in the Wall Street Journal on the third business day following the date of cancellation

(N)

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2.14 Interconnection

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Service furnished by Intermedia may be connected with the services or facilities of other carriers or enhanced service providers. The Customer is responsible for all charges billed by these entities for use in connection with Intermedia's service. Any special interface equipment or facilities necessary to achieve compatibility between these entities is the responsibility of the Customer. Neither the Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

2.15 Refusal or Discontinuance by Company

2.15.1 Service may be discontinued for any of the following reasons:

- 2.15.1.A Nonpayment of an undisputed delinquent charge;
- 2.15.1.B Failure to post a required deposit or guarantee;
- 2.15.1.C Unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment;
- 2.15.1.D Failure to substantially comply with terms of a settlement agreement;
- 2.15.1.E Neglect or refusal to provide reasonable access to Intermedia or its agents for the purpose of inspection and maintenance of equipment owned by Intermedia or its agents;
- 2.15.1.F Material misrepresentation of identity in obtaining telephone utility service;

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2.15 Refusal or Discontinuance by Company, cont.

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Public Service Commission

2.15.1.G Noncompliance with or violation of any state, municipal, or Federal law, ordinance or regulation pertaining to telephone service;

2.15.1.H Use of telephone service for any other property or purpose than that described in the application; and

2.15.1.I Use of equipment by customer or authorized user in such a manner as to adversely affect Intermedia's equipment or service to others.

2.15.2 Notice shall be given in accordance with the rules and regulations of the Missouri Public Service Commission, including CSR 240.33.070.

2.15.3 Notwithstanding any other provision of the Commission's rules, the Company shall postpone a discontinuance for a time not in excess of twenty-one (21) days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the telephone service is provided and where such person is under the care of a physician. Any person who alleges such emergency if requested shall provide the Company with reasonable evidence of such necessity.

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2.15 Refusal or Discontinuance by Company, cont.

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Public Service Commission

2.15.4 Notwithstanding any other provisions of the Commission's rules, service to a customer may be discontinued at any time after written notice has been sent, certified mail, to such customer at his/her last known address and at the address where the service to be discontinued is provided if such customer:

(A) Incurs charges not covered by a deposit or guarantee and evidences an intent not to pay such charges when due; or

(B) Damages or evidences an intent to damage telephone utility equipment.

2.15.5 The notice required by Section 2.14.4 shall state how a customer has evidenced an intent not to pay charges when due or evidenced an intent to damage telephone utility equipment.

2.15.6 Whenever service is discontinued for fraudulent use of service, Intermedia may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.

2.15.7 Service may be discontinued without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.

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2.16 Settlement Agreement for Residential Customers MISSOURI
Public Service Commission

2.16.1 When a residential customer is unable to pay a charge in full when due, Intermedia shall permit the customer to enter into an initial settlement agreement under which the charge may be paid as mutually agreed to by both Intermedia and the customer. A copy of the settlement agreement shall be delivered or mailed to the customer upon request by the customer.

2.16.2 Matters treated by a settlement agreement shall not constitute a basis for discontinuance as long as the terms of the settlement agreement are followed.

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2.17 Inspection, Testing, and Adjustment

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Public Service Commission**

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

2.18 Tests, Pilots, Promotional Campaigns and Contests

The Company may conduct special tests or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Company may also waive a portion or all processing fees or installation fees for winners of contests and other occasional promotional events sponsored or endorsed by the Company. From time to time, the Company may waive all processing fees for a Customer. The Company will obtain Commission approval regarding specific promotions and contests.

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2.19 Interruption of Service

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Credit allowances for interruptions of service ^{which are Commission} due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.4 herein. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer and connected to Company's terminal.

2.20 Cost of Collection and Repair

The Customer is responsible for any and all costs incurred in the collection of past due monies due the Carrier including legal and accounting expenses incurred by the Company's use of collection agencies or use of legal action. Customer is also responsible for recovery costs of Carrier-provided equipment and any expenses required for repair or replacement of damaged equipment.

2.21 Returned Check Charges

There may be a charge for each check returned for insufficient funds.

2.22 Service Implementation

Absent a promotional offering, service implementation charges per service order will apply to new service order or to orders to change existing service for the business services listed in Section 3.

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2.23 Reconnection Charge

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A reconnection fee will be charged when service is re-established for customers who have been disconnected for non-payment, and is payable at the time that the restoration of suspended service and facilities is arranged.

2.24 Operator Services

- 2.24.1 Intermedia will not bill for incomplete calls where answer supervision is available. Intermedia will not bill for incomplete calls and will remove any charges for incomplete calls upon (a) subscriber notification or (b) Intermedia's knowledge.
- 2.24.2 The caller and billed party, if different from the caller, will be advised that Intermedia is the operator service provider at the time of the initial contact.
- 2.24.3 Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- 2.24.4 Only tariffed rates approved by this Commission for Intermedia shall appear on any local exchange telephone company (LEC) billings.
- 2.24.5 Intermedia shall be listed on the LEC billing if the LEC has multi-company billing ability.
- 2.24.6 Intermedia will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
- 2.24.7 Intermedia will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.

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2.24 Operator Services, cont.

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Public Service Commission**

- 2.24.8 Upon request, Intermedia will transfer calls to other authorized interexchange companies or to the LEC, if billing can list the caller's actual origination point.
- 2.24.9 Intermedia will refuse operator services to traffic aggregators which block access to other companies.
- 2.24.10 Intermedia will assure that traffic aggregators will post and display information including: (1) that Intermedia is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange companies.

2.25 Access to Telephone Relay Services

Where required by the Commission, the Company will participate in telephone relay services for handicapped and/or hearing impaired end users, and will comply with all regulations and requirements. The Company shall impose any monthly surcharge or any other related charge upon its local exchange telecommunications subscribers as may be required by state law.

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End users of the Company's local service shall have the right to select the interexchange telecommunications service provider (IC) of their choice. The IC should request confirmations/verifications of choice from its customers no later than the date of submission of its first bill to the customer. ICs should maintain signed letters of agency or confirmations of choice on file for use in dispute resolution.

2.27 Directory Listings

- 2.27.1 The Company does not publish a directory of subscriber listings. The Company, however, does arrange for the Customer's main billing number to be placed in the directory or directories of the dominant local exchange carrier.
- 2.27.2 The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscriber's telephone number and as an aid to the use of telephone service.
- 2.27.3 The listings of subscribers, either without charge or at the rate specified within this tariff for other listings are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by subscribers or prospective subscribers, the Company will not be a party to controversies between subscribers as a result of the publication of such listings in the directories.

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2.27 Directory Listings, cont.

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Public Service Commission

- 2.27.4 Listings must conform to the Company's specifications with respect to the directories. The Company reserves the right to reject listings when in, its sole judgment, such listings would violate the integrity of company records and the directories, confuse individuals using the directory, or when the customer cannot provide satisfactory evidence that he is authorized to do business as requested.
- 2.27.5 The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the subscriber is not impaired.
- 2.27.6 Generally, the listed address is the location of the subscriber's place of business or residence.
- 2.27.7 Liability of the Company due to directory errors and omissions is as specified in Section 2 of this tariff.
- 2.27.8 Generally, a business listing consists of a name or dual name, a designation descriptive of the subscriber's business if not self-explanatory, the address, and the business telephone number. The main listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted.

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2.28 Special Construction

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Public Service Commission

Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is construction undertaken:

- A) where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- B) of a type other than that which the Company would "normally" utilize in the furnishing of its services;
- C) over a route other than that which the Company would normally utilize in the furnishing of its services;
- D) in a quantity greater than that which the Company would normally construct;
- E) on an expedited basis;
- F) on a temporary basis until permanent facilities are available;
- G) involving abnormal costs; or
- H) in advance of its normal construction.

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2.29 Universal Emergency Telephone Number Service (911, E911)
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- 2.29.1 The Company is obligated to supply the E-911 service provider in the Company's service area (the E-911 service provider) with information necessary to update the E-911 database at the time the Company submits customer orders to the local exchange company whose service is being resold pursuant to these tariffs.
- 2.29.2 At the time the Company provides local basic service to a customer by means of its own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911. The Company will be obligated to provide facilities to route calls from the end users to the proper PSAP. The Company recognizes the authority of the E-911 customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.
- 2.29.3 The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity on a monthly basis pursuant to RSMO 190.310.
- 2.29.4 The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.

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2.29.5 After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.

2.29.6 The Company assumes no liability for any infringement, or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 Service. Under the terms of this tariff, the Public Safety Agency must agree, (except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the customer or others. Under the terms of this tariff; the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement of invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or

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2.29 Universal Emergency Telephone Number Service (911, E911)
cont.

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2.29.6 (cont.)

indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

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2.30 Customers Rights and Responsibilities

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2.30.1 Rights and Responsibilities of Missouri Residential Telephone Customer
Public Service Commission

This information is provided in accordance with the rules of the Missouri Public Service Commission and explains your rights and responsibilities as a residential telephone customer. This information will be delivered to the customer.

2.30.2 Your Telephone Bill

You will receive a telephone bill from us each month. Intermedia Communications Inc. provides basic local and long distance services. Intermedia does not normally require deposits, although deposits may be required from customers whose credit history is unacceptable or unavailable. Intermedia reserves the right to collect advance payments for recurring and non-recurring charges. Payment in full is due within 21 days of the date of the bill. If Intermedia does not receive your payment within 21 days, your service is subject to suspension or disconnection. When paying by mail, be sure to allow enough time for your payment to reach Intermedia by the due date.

2.30.3 Payment Arrangements

Payment must be sent to Intermedia or made to one of our Agent locations. Payment for service may be by credit card or check, or may be paid in cash at an authorized Agent location. Returned checks are subject to a charge of \$20 or 5% of the amount of the check, whichever is greater. If you are temporarily having difficulty paying your telephone bill, please call Intermedia immediately at 800-940-0011. By doing this, you may avoid having your phone service suspended or disconnected.

ISSUED: October 14, 1997

EFFECTIVE:

DEC 12 1997

Issued by: Michael A. Viren, Sr. Vice President, Strategic
Planning, Regulatory and Industry Relations
3625 Queen Palm Drive
Tampa, Florida 33619-1309

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DEC 12 1997

97-264
MO. PUBLIC SERVICE COMM

SECTION 2 - RULES AND REGULATIONS, CONT.

RECEIVED

2.30 Customers Rights and Responsibilities, cont.

OCT 14 1997

2.30.4 Disconnection of Suspension of Telephone Service

PUBLIC SERVICE COMMISSION

Your telephone service is subject to disconnection or suspension for any of the reasons listed below. If service is disconnected, a new telephone number will be assigned and you will be required to pay installation charges again. If service is suspended, your telephone number is reserved for 10 days and you will not be charged installation charges again.

- 1) Nonpayment of an undisputed delinquent account. Your service will not be discontinued for nonpayment of a delinquent charge until five days after a charge has become delinquent. Additionally, Intermedia will make reasonable efforts to contact you at least 24 hours in advance prior to disconnecting your service.
- 2) Unauthorized use of telephone utility equipment in manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
- 3) Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
- 4) Misrepresentation of the identity in obtaining telephone utility service.

ISSUED: October 14, 1997

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SECTION 2 - RULES AND REGULATIONS, CONT.**RECEIVED****2.30 Customers Rights and Responsibilities, cont.****OCT 14 1997****2.30.5 Reconnection of Service****MISSOURI
Public Service Commission**

After local telephone service has been shut off, Intermedia will restore your service when the reason for the shutoff has been remedied. Before restoring your service, the following will be required:

- 1) Payment for all undisputed amounts must be received by Intermedia or its authorized Agent.
- 2) Installation charges must be paid again if your service has been disconnected. Installation charges will not be charged if your service has been suspended.
- 3) Intermedia does not normally require deposits, although deposits may be required from customers whose credit history is unacceptable or unavailable. Intermedia reserves the right to collect advance payments for recurring and non-recurring charges.

2.30.6 Procedures for Handling Inquiries and Complaints

Telephone inquiries may be directed to Intermedia at 800-940-0011. Written inquiries may be directed to Intermedia Communications Inc., 3625 Queen Palm Drive, Tampa, Florida 33619-1309.

ISSUED: October 14, 1997

EFFECTIVE: ~~November 1, 1997~~
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3625 Queen Palm Drive
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MO. PUBLIC SERVICE COMM**

SECTION 2 - RULES AND REGULATIONS, CONT.

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2.30 Customers Rights and Responsibilities, cont.

2.30.7 Filing a Complaint with the Missouri Public Service Commission

OCT 14 1997

MISSOURI
Public Service Commission

If Intermedia cannot resolve your complaint, you may call the Missouri Public Service Commission, located at 301 West High Street, Room 530, Jefferson City, Missouri 65101, toll free at 800-392-4211 to file an informal complaint.

If your complaint cannot be resolved informally, you may file a formal complaint in writing with the Missouri Public Service Commission at their mailing address: P.O. Box 360, Jefferson City, Missouri 65102.

Also, the Missouri Office of the Public Counsel, representing the public before the Public Service Commission, has an office at 301 West High Street, 2nd Floor, Jefferson City, Missouri 65101. The Public Counsel's telephone number is (573) 751-4857.

ISSUED: October 14, 1997

EFFECTIVE: ~~November 26, 1997~~
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3625 Queen Palm Drive
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DEC 12 1997
97-1264
MO. PUBLIC SERVICE COMM

SECTION 2 RULES AND REGULATIONS

2.31 Use Of Service

2.31.1 No Fault Found Dispatch Charge for Business Customers

The Customer is responsible for the payment of a No Fault Found Dispatch Charge when:

- when requested by the Customer, maintenance personnel visit the Customer's premises, and
- as a result of the visit, the proper functioning of the WorldCom service is confirmed (i.e., the cause of the trouble condition was other than a malfunction of a WorldCom service or of WorldCom maintained equipment). This can include, but not be limited to, customer requested dispatches:
 - Where the root cause of a trouble is proven to be within the scope of the customer's or customer's vendor-owned equipment not maintained by WorldCom..
 - Where the root cause of a trouble has been proven to be within the scope of the customers or customer's vendor-owned inside wiring.
 - To provide WorldCom technical assistance to the customer or customer's vendor in performing specific testing to isolate a problem which has been proved off the WorldCom network and is not within any WorldCom contract supported area.
 - To provide WorldCom technical assistance to the customer or customer's vendor in isolating or repairing a fault or installation support for areas not within WorldCom contract supported equipment, network or services.
 - In which the root cause of a trouble has been proven to be off the WorldCom network and is not within any WorldCom contract supported area and proves to be within the scope of the customer's or customer's vendor-owned network.

The charges are non-recurring, and are charged per visit as follows:

Normal Working Hours : \$265 per visit

Outside of Normal Working Hours : \$400 per visit

Normal Working Hours are defined as Monday to Friday, 7am to 7pm in the time zone of the customer's location of the dispatch. If a visit begins and/or ends outside this period, it is considered Outside of Normal Working Hours.

ALL MATERIAL ON THIS PAGE IS NEW.

Filed
MO PSC

SECTION 2 - RULES AND REGULATIONS, CONT.

2.31 Telecommunications Service Priority (TSP)

The Telecommunications Service Priority (TSP) program is a federally-established program under which the Office of Priority Telecommunications in the Executive Office of the President prioritizes the restoration and provisioning of telecommunications services -- including services to private companies and institutions -- that support national security or emergency preparedness (NS/EP). The FCC defines telecommunications services under the TSP program to include the sending and receiving of signals or most any kind, by virtually any means. NS/EP services are those used to maintain a state of readiness or to respond to and manage any event or crisis (local, national, or international) that causes or could cause injury or harm to the population, damage to or loss of property, or that degrades or threatens the NS/EP posture of the United States. For telecommunications services enrolled in the program, the Company will provision and restore TSP-coded circuits, and provide TSP Special Construction services, under the terms set forth in this TSP service product description, and as required by the FCC's TSP regulations (currently at 47 CFR Part 64, Subpart D, Appendix A), and other applicable law. TSP services are in two categories: Priority Provisioning (including Emergency Provisioning and Essential Provisioning) and Priority Restoration.

Customers are subjected to the features, rate and charges as described in the Company's "Service Publication and Price Guide" (The Guide), located on the Company's website at www.mci.com.

ALL MATERIAL ON THIS PAGE IS NEW.

ISSUED: August 29, 2003

EFFECTIVE: October 1, 2003

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SECTION 3 - DESCRIPTION OF SERVICE

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Missouri Public

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JUL 03 2002

MOL0201

SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.1 Frame Relay Services

(T)

The transport of data, voice and video using Frame Relay technology. This service includes the routing of Frame Relay, the FRADing polled protocols, transport of asynchronous and X.25 protocols. This service is available On-Net or Extended.

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Missouri Public

SECTION 3 - DESCRIPTION OF SERVICE, CONT'D MAY 06 2002

3.2 Local Exchange Service

Service Commission

Local Exchange Service is a stand-alone, facilities-based local exchange business service that provides a Customer with the ability to connect to the Company's switching network which enables the Customer to:

- A. place or receive calls to any calling Station in the local calling area, as defined herein;
- B. access to enhanced 911 Emergency service;
- C. access the interexchange carrier selected by the Customer for inter LATA, interstate or international calling;
- D. access Operator Services;
- E. access Directory Assistance for the local calling area;
- F. place or receive calls to toll-free telephone numbers;
- G. access to Telecommunications Relay Service.

The Company's service cannot be used to originate calls to other telephone companies caller-paid information services (e.g. 900, 976). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch.

3.2.1 Service Areas

Where facilities are available, service areas are defined by the following Exchange or Zone designations:

St. Louis

Creve Coeur
Kirkwood
Ladue
Mehlville
Sappington
St. Louis

Kansas City

Kansas City

Springfield

Springfield

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SECTION 3 - DESCRIPTION OF SERVICE, CONT. REC'D MAY 06 2002

Service Commission
(T)

St. Louis Local Calling Area

FILED JUL 03 2002 (T)

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Missouri Public

SECTION 3 - DESCRIPTION OF SERVICE, CONT

REC'D MAY 06 2002

3.2 Local Exchange Service, cont'd.

3.2.2 Local Calling Areas, cont'd.

Service Commission
(N)

St. Louis Local Calling Area, cont'd.

| | P | O | R | T | A | G | E | S | S | S | S | V | W |
|-------------|---|---|----|---|---|---|----|---|---|---|---|---|---|
| | D | A | T. | S | P | C | T. | I | H | P | E | L | N |
| | S | N | A | L | E | T | P | Y | Z | N | F | I | E |
| | P | I | G | R | O | T | T | P | W | I | I | L | L |
| | O | O | T | L | U | E | R | A | A | L | L | L | L |
| | N | U | O | E | I | R | O | R | R | L | L | L | L |
| | D | X | N | S | S | S | S | Y | K | E | E | D | D |
| CREVE COEUR | X | X | X | X | X | X | X | X | X | X | X | X | X |
| KIRKWOOD | X | X | X | X | X | X | X | X | X | X | X | X | X |
| LADUE | X | X | X | X | X | X | X | X | X | X | X | X | X |
| MEHLVILLE | X | X | X | X | X | X | X | X | X | X | X | X | X |
| SAPPINGTON | X | X | X | X | X | X | X | X | X | X | X | X | X |
| ST LOUIS | X | X | X | X | X | X | X | X | X | X | X | X | X |

THE FOLLOWING RATE CENTERS WERE CONSOLIDATED INTO THE LADUE RATE CENTER AS OF JANUARY 31, 2000:
BRIDGETON, FERDUSON, FLORISSANT, HAZELWOOD, OVERLAND, RIVERVIEW, SPANISH LAKE, AND WEBSTER GROVES

(N)

Missouri Public

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[illegible][illegible]

The following rate center has been consolidated into the Liberty Rate Center: Nashua

> The Company does not provide service to the East Independence or Tiffany Springs portions of the consolidated Kansas City, MO rate center.

Missouri Public

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KANSAS CITY, MO

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

Missouri Public

3.2 Local Exchange Service, cont.

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3.2.3 Local Line

Service Commission

Local Line provides the Customer with a single, voice-grade communication channel that can be used to place or receive one call at a time. Each line will include a telephone number.

- A. Standard Features: Each Local Line Customer is provided with the following standard features:

Call Forward - Variable
Hunting (multi-line service only)
Touchtone

- B. Optional Features: A Local Line Customer may order the following optional features:

Call Forward-Busy
Call Forward-No Answer
Call Transfer or Three Way Calling
Call Waiting/Cancel Call Waiting
Caller Id with Name and Number
Calling Number Delivery Blocking - Complete
Calling Number Delivery Blocking - Selective
Speed Dialing - 8 or 30
Toll Restriction
Vanity Number
Remote Call Forwarding

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.2 Local Exchange Service, cont.

Missouri Public

3.2.3 Local Line, cont.

REC'D MAY 06 2002

B. Optional Features, cont.

Service Commission

Feature Package 1: Feature Package 1 includes the following features:

Standard Features
Call Forward - Busy
Call Forward - No Answer
Call Transfer or Three Way Calling
Speed Dialing - 8

Feature Package 2: Feature Package 2 includes the following features:

Standard Features
Call Forward - Busy
Call Forward - No Answer
Call Transfer or Three Way Calling
Speed Dialing - 8 or 30
Toll Restriction

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

REC'D MAY 06 2002

3.2 Local Exchange Service, cont.

3.2.4 Local Trunk

Service Commission

Local Trunk(s) provide Customer with voice-grade communication channel(s) to the Customer's Private Branch Exchange (PBX) or Hybrid Key System. Local Trunks will be provided in the following manner:

Local Trunk - Basic: Local Trunk - Basic can be used to carry one-way outbound traffic, one-way inbound or two-way traffic and can be provisioned as either analog or digital.

Local Trunk - DID: Local Trunk - DID provide the Customer with a single digital connection that can carry one-way, inbound traffic and the ability to route a block of numbers to a trunk groups and receive outpulsed digits on incoming calls through that trunk group.

Local Trunk - 2 Way Direct: Local Trunk - 2 Way Direct provide the Customer with a two-way direct dial digital connection that can carry both inbound and outbound traffic and the ability to route a block of numbers to a trunk groups and receive outpulsed digits on incoming calls through that trunk group.

- A. DID and 2 Way Direct Dialing Numbers: Local Trunk - DID and 2 Way Direct Customers can obtain telephone numbers in blocks of 20 or 100 numbers.
- B. Standard Features: Each Local Trunk Customer is provided with the following standard features:
Hunting
- C. Optional Features: A Local Trunk Customer may order the following optional features:
Calling Number Delivery Blocking - Complete
Calling Number Delivery Blocking - Selective
Remote Call Forwarding

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

REC'D MAY 06 2002

3.2 Local Exchange Service, cont.

3.2.5 Local ISDN Primary Rate Interface (Local ISDN-PRI) Service Commission (N)

Local ISDN-PRI is an alternative arrangement for individual local exchange services such as Local Trunk - Basic and Local Trunk - DID. Local ISDN-PRI is provisioned at the 1.544 Mbps rate via the Primary Rate Interface standard of the Integrated Services Digital Network (ISDN). Local ISDN-PRI provides the Customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport.

- A. Local ISDN-PRI Service Arrangement - One or more Service Configurations can be combined to create a Local ISDN-PRI Service Arrangement. Customers may have multiple Local ISDN-PRI Service Arrangements per location, however for each Service Arrangement one Service Configuration 1 must be included. The controlling D channel will always reside on Service Configuration 1.

The D channel is a 64 Kbps channel that carries signaling and control for the B channels. The capabilities of the D channel are contained within the Customer's Service Configuration.

1. Service Configuration 1 - The first Service Configuration for any Local ISDN-PRI Service Arrangement must be a Service Configuration 1. Service Configuration 1 provides twenty-three (23) 64 Kbps B channels and one (1) primary 64 Kbps D signaling channel. The primary D channel is an-out-of band signaling channel used to control and route all of the B channel traffic within the Local ISDN-PRI Service Arrangement.
2. Service Configuration 2 - This configuration is only available in conjunction with Service Configuration 1. It provides an additional twenty-four (24) 64 Kbps B channels which are controlled by the D channel on Service Configuration 1. Multiple Service Configuration 2s may be associated with a Service Configuration 1 subject to switching equipment limitations.

The bearer (or B) channels are used for information transfer between users. B channels provide the same features as Local Trunk Basic and Local Trunk DID. To receive the DID capability, Customers must order separately DID telephone numbers, as found in Section 3.2.4.A.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.2 Local Exchange Service, cont.

3.2.5 Local ISDN Primary Rate Interface (Local ISDN-PRI), cont.

Service Commission (N)

A. Local ISDN-PRI Service Arrangement, cont.

3. Service Configuration 3 - This configuration is also only available to subscribers who have a Service Configuration 1. It provides a backup 64 Kbps D channel and twenty-three (23) additional 64 Kbps B channels. The backup D channel will control and route all of the B channel traffic of a single PRI Service Arrangement in the event the D channel on the primary configuration (Service Configuration 1) fails. A maximum of one Service Configuration 3 may be included with each Local ISDN-PRI Service Arrangement. Service Configuration 3 is available subject to switching equipment capabilities. The bearer (or B) channels are used for information transfer between users. B channels provide the same features as Local Trunk Basic and Local Trunk DID. To receive the DID capability, Customers must order separate DID telephone numbers, as found in Section 3.2.4.A

- B. Optional Features: In addition to providing Local Exchange Services specified above, Local ISDN-PRI can be configured to support the following optional advanced ISDN features:

Call-by-Call Service Selection: Allows B channels to be shared between multiple services carried over a single PRI Local Serving Arrangement.

Calling Number Delivery: Allows the Customer to receive the originating caller's working telephone number provided this information is forwarded to the Company by the caller's Local Exchange and/or Long Distance Carrier.

Remote Call Forwarding. RCF allows all calls dialed to a telephone number equipped for RCF service to be automatically forwarded to another dialable telephone number. This service enables a customer to list a local directory number that is forwarded to a different city or exchange. Each RCF service allows for the forwarding of one call at a given time.

Feature Package 1 includes Call-by-Call Service Selection and Calling Number Delivery.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.
Service Commission

3.3 Term Plan

(N)

Customers who subscribe to this term plan are subject to the following conditions:

Eligible Charges is the customer's total monthly recurring charges and usage of the following, after the application of promotional and other discounts: Local Line, Local Trunk-Basic Charge, Local Trunk-DID Charge, Local Trunk-2 Way Direct Charge, DID/2 Way Direct Number Charges, Local ISDN-PRI T-1 Charge, optional features, and optional features for Local ISDN-PRI. Charges for the following are not included as Eligible Charges and will not receive term plan discounts: Non-Recurring charges for Local Line, Local Trunk-Basic, Local Trunk-DID, Local Trunk-2 Way Direct, DID/2Way Direct Number Charges, and Local ISDN-PRI; non-recurring charges for Optional Features; non-recurring for Local ISDN-PRI Optional Features; IntraLATA Toll Service; Directory Assistance usage; non-recurring and recurring charges for Directory Listings; Operator Assisted Surcharges (including Busy Line Verification and Busy Line Interrupt), and taxes.

3.3.1 Term Commitment and Renewal Options

A customer must commit to service for a term of one year. The term of service will commence no earlier than the first day of the next billing month in which the customer subscribes to the plan. A plan will automatically renew for an equivalent term commitment upon expiration of its term unless the customer provides written notification to cancel the term plan, which must be received by the Company no more than 30 days after expiration of the existing term. If the customer cancels the existing term plan within 30 days after expiration of the existing term, the customer will receive the discounts for which the customer qualifies during the 30-day period following the expiration of the existing term of service.

3.3.2 Early Termination Charges

Cancellation of Discontinuance without Liability: if the customer may terminate service at any time during the last three months of the term of service.

Cancellation or Discontinuance with Liability: Discontinuance of all services furnished under the term plan prior to the expiration of the committed term of service constitutes discontinuance of the term plan, and the customer will be billed and required to pay an early termination charge equal to the 25% of customer's last full month bill multiplied by the number of months remaining in the customer's term.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.3 Term Plan, cont.

3.3.3 Discounts

Customers will receive the following discounts applied to Eligible Charges:

| <u>Term of Service</u> | <u>Discount</u> |
|------------------------|-----------------|
| 1 Year | 20% |

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.4 **Miscellaneous Charges**

Service Commission

The following Miscellaneous Services are offered in conjunction with Local Exchange Service as specified in Section 3.2.

3.4.1 **Directory Assistance**

A Customer may obtain Directory Assistance in determining telephone numbers within its local calling area by calling the Directory Assistance operator.

The Customer may request a maximum of two telephone numbers per call to Directory Assistance service.

A credit will be given for calls to Directory Assistance as follows:

- The Customer experiences poor transmission or is cut-off during the call; or
- The Customer is given an incorrect telephone number. To obtain such a credit, the Customer must notify its Customer Service representative.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.4 Miscellaneous Charges, cont.

3.4.2 Operator Assistance

A Customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner.

Calling Cards: Provides the Customer the capability to place a call using a calling card of an Interexchange Carrier with or without the assistance of an operator.

Collect Calls: Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

General Assistance: The Customer has the option to request general information from the operator, such as dialing instructions, country or city codes, area code information or Customer Service toll-free numbers, but does not request the operator to complete the call.

Person to Person: Provides the completion of a call with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.

Station to Station: Provides the completion of a call with the assistance of an operator to a particular Station. The call may be billed to the called party.

Third Number Billing: Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.4 Miscellaneous Charges, cont.

3.4.3 Busy Line Verification and Interrupt Service

Busy Line Verification and Interrupt Service, which is furnished where and to the extent that facilities permit, provides the Customer with the following options:

- A. Busy Line Verification: Upon request of the calling party, the Company will determine if the line is clear or in use and report to the calling party.
- B. Busy Line Interrupt: The operator will interrupt the call on called line only if the calling party indicates an emergency and requests interruption.

The operator verifies that the line is busy with a call in progress.

The operator verifies that the line is available for incoming calls.

The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party.

3.4.4 Directory Listings

The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by the dominant exchange service provider in the Customer's exchange area, of the Station number which is designated as the Customer's main billing number.

- A. The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clarity of the listing or the identification of the Customer is not impaired thereby. Where more than one line is required to properly list the Customer, no additional charge is made.
- B. The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, contains obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.4 Miscellaneous Charges, cont.

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(N)

3.4.4 Directory Listings, cont.

Service Commission

- C. Each listing must be designated government or business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
- D. In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.
- E. Directory listings are provided in connection with each Customer service as specified herein.
- 1) Primary Listing: A primary listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the Customer. This listing is provided at no additional charge.
 - 2) Additional Listings: In connection with business service, additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein.
 - 3) Non-published Listings: Listings that are not printed in directories nor available from Directory Assistance. A Non-published Telephone Service will be furnished, at the Customer's request providing for the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the directory assistance records.
 - 4) Non-listed Numbers: A Non-listed number will be furnished, at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.5 IntraLATA Toll Service

Service Commission^(N)

IntraLATA Toll is an optional service offered only in conjunction with Local Exchange Service as specified in Section 3.2. IntraLATA Toll calls terminate outside the caller's local exchange calling area, but within the callers LATA and state. IntraLATA Toll calls are billed per call according to duration and are subject to an eighteen second minimum initial period and are rounded to the next higher 6-second increment. If the computed charge includes a fraction of a cent, the fraction is rounded up to the next whole cent.

Outbound IntraLATA Toll service usage that originates and terminates via a Local Network Connection will not incur a usage charge. For the purposes of this section Local Network Connection is a switched connection between a customer's premises and a Company Point of Presence (POP) which is provided by the Company.

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SECTION 4 - RATES

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LOCAL EXCHANGE SERVICES TARIFF

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3RD REVISED PAGE NO. 73
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MOL0201

SECTION 4 - RATES, CONT.

Missouri Public

4.1 Intermedia Rate Plan - Enhanced Services

REC'D MAY 06 2002

(T)

4.1.1 Frame Relay Service - Local Access

(T)

The Frame Relay Service described herein consists of Local Access elements only. The remaining Frame Relay Service elements are found in the Company's interexchange or access tariffs.

Service Commission

A. ILEC Pass-through Charges

Channel Termination (Customer premises to LEC SWC):

| 64.0 kbps | <u>Monthly</u> | <u>Non-Recurring</u> |
|-----------------------|--------------------|--------------------------|
| First | \$197.05 | \$324.00 |
| Additional | \$197.05 | \$247.00 |
| 1.544 mbps | <u>Monthly</u> | <u>Non-Recurring</u> |
| First | \$225.00 | \$569.00 |
| Additional | \$225.00 | \$368.00 |

Channel Mileage (LEC SWC to LEC SWC, if applicable), per Month:

| 64.0 kbps (mileage) | <u>Fixed</u> | <u>Per Mile</u> |
|------------------------------------|------------------|---------------------|
| All mileage bands | \$184.75 | \$ 9.35 |
| 1.544 mbps (mileage) | <u>Fixed</u> | <u>Per Mile</u> |
| Over 0 to 4 | \$100.00 | \$ 50.00 |
| Over 4 to 8 | \$100.00 | \$ 60.00 |
| Over 8 | \$ 80.00 | \$ 60.00 |

B. Access Coordination Charge

In addition to the above ILEC pass-through charges, a \$10.00 per node monthly recurring Access Coordination Charge will apply.

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SECTION 4 - RATES, CONT.

Missouri Public

4.1 Intermedia Rate Plan - Enhanced Services, cont.

REC'D MAY 06 2002

(T)

4.1.1 Frame Relay Service - Local Access, cont.

(T)

C. Frame Relay Supplementary Charges

Service Commission

Frame Relay Supplementary Charges apply for Customer-initiated administrative or design changes. The charges identified below apply in lieu of the Supplementary Charges identified in Section 4.6 herein. In addition to the charges assessed by the Company, any charges assessed to the Company by other providers (i.e., ILEC) in connection with the Customer-initiated change will be passed through to the Customer.

1. Administrative Change

Administrative Changes are record changes only and do not impact the design or jeopardize the order due date.

Per Order \$25.00

2. Design Change

Design Changes are changes on an order in progress that impact the design or due date.

In order to process the Design Change as a change rather than as a cancellation and new order, the request must be received within 14 days of receipt and acceptance of the order, and prior to the in-service date.

Per Order \$75.00

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SECTION 4 - RATES, CONT.

Missouri Public

4.1 Intermedia Rate Plan - Enhanced Services, cont.

REC'D MAY 06 2002

4.1.1 Frame Relay Service - Local Access, cont.

Service Commission

D. Cancellation Charges

Cancellation Charges apply when an order in progress is canceled. In addition to the charges assessed by the Company, any charges assessed to the Company by other providers (i.e., ILEC) in connection with the Cancellation will be passed through to the Customer.

0 - 3 business days from
receipt and acceptance of order \$0.00

More than 3 business days from
receipt and acceptance of order \$150.00, per order

Within 2 business days of due date One month's recurring charges
per order (minimum of \$150.00)

E. Expedite Charges

Company Expedite Charges apply for approved expedites is follows:

- 1) A Design Change Charge of \$75.00 will always apply to an order requesting a less than standard interval due date. Design change intervals will be followed as applicable.
- 2) An Expedite Charge of \$425 to cover the Company's attempt to expedite the service will be applied as follows:
 - a. If the Company accepts the request for an expedited date and service is installed before the standard interval due date, the Expedite Charge will apply.
 - b. If the Company accepts the request for an expedite, but does not meet the requested expedite date and service is installed on or after the standard interval due date, the Expedite Charge will be waived.

In addition to the charges assessed by the Company, any charges assessed to the Company by other providers (i.e., ILEC) in connection with the expedite will be passed through to the Customer.

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SECTION 4 - RATES, CONT.

4.1 Intermedia Rate Plan - Enhanced Services, cont.

4.1.1 Frame Relay Service - Local Access, cont.

F. Early Termination Liability

When Customers cancel service prior to satisfying a term agreement, there will be an Early Termination Liability. The liability is calculated as a percentage of the monthly recurring charges for the remainder of the term. Any nonrecurring charges that were waived in concert with the term agreement must be paid upon early termination.

| Length of Term | Cancel or Termination Within: | | | | |
|----------------|-------------------------------|-------------|------------|-------------|------------|
| | First Year | Second Year | Third Year | Fourth Year | Fifth Year |
| One Year | 100% | N/A | N/A | N/A | N/A |
| Two Years | 100% | 50% | N/A | N/A | N/A |
| Three Years | 100% | 50% | 25% | N/A | N/A |
| Four Years | 100% | 50% | 25% | 25% | N/A |
| Five Years | 100% | 50% | 25% | 25% | 25% |

In addition to any charges assessed by the Company, charges assessed to the Company by other providers (i.e., ILEC) in connection with early termination will be passed through to the Customer.

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SECTION 4 - RATES, CONT.

4.2 Local Line

4.2.1 Non-Recurring Charges - All Areas

| | | |
|--|---------|---|
| Line Connection Charge (Per Local Line) | \$15.00 | R |
|--|---------|---|

4.2.2 Monthly Recurring Charges

| <u>Local Line Charge (Per Line)</u> | <u>St. Louis, Kansas City</u> | <u>Springfield</u> | |
|-------------------------------------|-----------------------------------|--------------------|---|
| <u>On-Ring:</u> | | | |
| Flat Rate Option | \$28.52 | \$23.58 | I |

4.2.3 Optional Features

| | <u>Non- Recurring</u> | <u>Monthly Recurring</u> |
|---|---------------------------|------------------------------|
| Call Forward -Busy | \$5.00 | \$1.00 |
| Call Forward-No Answer | \$5.00 | \$1.00 |
| Call Transfer or Three Way Calling | \$5.00 | \$2.00 |
| Caller ID with Name and Number | \$5.00 | \$3.00 |
| Calling Number Delivery Blocking-Complete | \$5.00 | \$5.00 |
| Calling Number Delivery Blocking -Selective | \$5.00 | \$0.00 |
| Speed Dialing-8 | \$5.00 | \$2.00 |
| Speed Dialing- 30 | \$5.00 | \$4.00 |
| Toll Restriction | \$5.00 | \$3.00 |
| Vanity Number | \$30.00 | \$2.00 |
| Feature Package 1 | \$10.00 | \$4.50 |
| Feature Package 2 | \$10.00 | \$9.50 |
| Remote Call Forwarding(per each line path) | \$0.00 | \$20.00 |

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SECTION 4 - RATES, CONT.

4.3 Local Trunk

4.3.1 Non-Recurring Charges - All Areas

| | | |
|---|-----------|---|
| Local Trunk-Basic Trunk Connection Charge (Per Trunk) | \$20.00 R | |
| DID/2Way Direct Trunk Connection Charge (Per Trunk) | \$20.00 R | |
| DID/2 Way Direct Number Charge (Per block of 20) | \$5.00 R | |
| DID/2 Way Direct Number Charge (Each additional block of 20 numbers) | \$5.00 R | |
| DID/2 Way Direct Number Charge (Initial and additional block of 100 numbers) | \$170.50 | |
| T- 1 Installation Charge (per T-1) | \$200.00 | N |
| Due Date Change (per occurrence) | \$10.00 | N |
| Order Expedite charge (per line or per trunk) | \$25.00 | N |
| T-1 Expedite charge (per T-1) | \$600.00 | N |

4.3.2 Monthly Recurring Charges

| <u>Local Trunk (Per Trunk)</u> | <u>St. Louis, Kansas</u> <u>City</u> | <u>Springfield</u> |
|--|---|--------------------|
| <u>On-Ring:</u> | | |
| Flat Rate Option | | |
| Analog | 32.19 | 33.45 I |
| Digital | 37.06 | 33.45 I |
| <u>Off-Ring:</u> | | |
| Flat Rate Option | | |
| Analog | 34.08 | 35.42 I |
| Digital | 39.24 | 35.42 I |
| DID/2 Way Direct Number Charge (Per block of 20 numbers) | \$10.00 | \$10.00 |
| DID/2 Way Direct Number Charge (Per block of 100 numbers) | \$23.50 | \$23.50 |

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SECTION 4 - RATES, CONT.

Missouri Public

4.3 Local Trunk, cont.

REC'D MAY 06 2002 (N)

4.3.3 Optional Features - All Areas

Service Commission

| | <u>Non-Recurring</u> | <u>Monthly Recurring</u> |
|--|----------------------|--------------------------|
| Calling Number Deliver Blocking-Complete | \$0.00 | \$0.00 |
| Calling Number Delivery Blocking-Selective | \$0.00 | \$0.00 |
| Remote Call Forwarding (per each line path) | \$0.00 | \$20.00 |

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SECTION 4 - RATES, CONT.

Missouri Public

4.4 Local ISDN-PRI

REC'D MAY 06 2002

(N)

4.4.1 Non-Recurring Charges - All Areas

Service Commission

Service Reconfiguration Charge ¹ \$ 50.00

Local ISDN-PRI T-1 Installation (Per T-1) \$2790.00

Optional Features - All Areas:

Non-Recurring Optional Feature charges are assessed once per customer location regardless of the number of arrangements or Service Configurations installed.

Per Location

Call-by-Call Option \$10.00

Calling Number Delivery \$100.00

Feature Package 1 \$105.00
(Includes Call-by-Call
& Calling Number Delivery)

(N)

¹ Applies for each Service Configuration affected, i.e., if the Service Reconfiguration will affect one Service Configuration 1 and three Service Configuration 2s, four (4) Service Reconfiguration Charges would apply.

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SECTION 4 - RATES, CONT.

REC'D MAY 06 2002

4.4 Local ISDN-PRI, cont.

(N)

4.4.2 Monthly Recurring Charges

Service Commission

| | <u>Per T-1</u> | |
|---|-----------------------------------|--------------------|
| | <u>Kansas City, St. Louis</u> | <u>Springfield</u> |
| <u>On-Ring:</u> Local ISDN-PRI Flat Rate Option | \$596.00 | \$596.00 |
| <u>Off-Ring:</u> Local ISDN-PRI Flat Rate Option | \$817.99 | \$716.04 |

Optional Features - All Areas

Recurring Optional Feature charges are assessed once per customer location regardless of the number of arrangements or Service Configurations installed.

| | <u>Per Location</u> |
|---|---------------------------|
| Call-by-Call Option | \$375.00 |
| Calling Number Delivery | \$100.00 |
| Feature Package 1 (Includes Call-by-Call & Calling Number Delivery) | \$425.00 |
| | <u>Per Each Line Path</u> |
| Remote Call Forwarding | \$20.00 |

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SECTION 4 - RATES, CONT.

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4.5 Miscellaneous Charges

4.5.1 Directory Assistance

Service Commission

| | Kansas City, St. Louis | Springfield |
|-----------------|---------------------------|-------------|
| <u>Per Call</u> | \$0.48 | \$0.30 |

4.5.2 Operator Assistance - All Areas:

Operator Assisted Surcharges: The following surcharges will apply on a per call basis.

| | |
|----------------------|--------|
| Collect Calling | \$1.00 |
| General Assistance | \$0.00 |
| Person-to-Person | \$2.40 |
| Station-to-Station | \$1.10 |
| Third Number Billing | \$2.40 |

| | <u>Per Request</u> |
|------------------------|--------------------|
| Busy Line Verification | \$1.20 |
| Busy Line Interrupt | \$1.85 |

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SECTION 4 - RATES, CONT.

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4.5 Miscellaneous Charges

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(N)

4.5.3 Directory Listings

Service Commission

A. Non-Recurring Charges - All Areas:

Non-Recurring (Per Listing or Per Number)

| | |
|--------------------|--------|
| Primary Listing | \$0.00 |
| Additional Listing | \$9.50 |
| Non-Listed Number | \$6.00 |
| Non-Published | \$6.00 |

B. Recurring Charges - All Areas:

Monthly (Per Listing or Per Number)

| | |
|------------------------|--------|
| Primary Listing | \$0.00 |
| Additional Listing | \$2.45 |
| Alternate Call Listing | \$2.45 |
| Non-Listed Number | \$1.20 |
| Non-Published Number | \$1.60 |

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SECTION 4 - RATES, CONT.

4.6 Service Implementation and Restoration of Service

Non-Recurring Charges: Non-recurring charges associated with Service Implementation and Restoration of Service are as follows.

| | <u>Non-Recurring Charge - All Areas</u> | |
|--|---|---|
| Account Setup (Per Account) | \$0.00 | |
| Account Changes (Moves, Changes, Additions) (Per Changes) | \$10.50 | |
| Account Changes (Per Billing Record Change) | \$7.75 | |
| Line Restoral Charge (Per Line or Trunk) | \$20.00 I | |
| (Applies to line and trunk restoral after temporary interruption of service initiated by the Company. If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, charges apply as for a new installation of service.) | | |
| Suspension of Service Restoral Charge (Per Line or Trunk) | \$20.50 | |
| (Applies for line or trunk restoral after Customer-initiated suspension) | | |
| T-1 Installation Charge (per T-1) | \$200.00 | N |
| Due Date Change (per Occurence) | \$10.00 | N |
| Order Expedite charge (per line or per trunk) | \$25.00 | N |
| T-1 Expedite charge (per T-1) | \$600.00 | N |

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SECTION 4 - RATES, CONT.

REC'D MAY 06 2002

4.7 IntraLTA Toll Service

Service Commission (N)

The following per-minute rate will apply to IntraLATA Toll Service usage.

| <u>Term of Service</u> | <u>Rate per minute</u> |
|------------------------|------------------------|
| 1 Year | \$0.0744 |

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SECTION 5 - SPECIAL SERVICE ARRANGEMENTS

OCT 14 1997

5.1 Individual Case Basis Arrangements

MISSOURI

Public Service Commission

Rates for Dedicated Access and Private Line services will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the services and will be made available to customers in a non-discriminatory manner. Terms of the specific ICB contracts will be made available to the Missouri Public Service Commission upon a request on a proprietary basis.

5.2 Customer Requested Service Suspensions

At the request of the customer the Company will suspend incoming and outgoing service on the customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the customer's request the Company will, for 30 days, provide the customer with an intercept recording referring callers to another number. This service is available to customers at no charge.

The Company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

Period of Suspension Charge

| | |
|------------------------------------|-------------------------------------|
| First Month or Partial Month | Regular Monthly Rate (no reduction) |
| Each Add'l. Month (one year limit) | 1/2 Regular Monthly Rate |

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SECTION 6 - INTERIM NUMBER PORTABILITY SERVICE

OCT 14 1997

6.1 Number Portability

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Interim Number Portability Service applies to an interconnection arrangement between the Company and the Connecting Company. This service enables the Connecting Company to provide basic local exchange service within the State of Missouri to a given customer(s) that wish to retain their telephone number(s), assigned by the Company. The Connecting Company may choose from two options:

A. Direct Inward Dial

Direct Inward Dial (DID) option for number portability is a service which permits incoming dialed calls to a telephone number, assigned to the Company, to be forwarded to a Connecting Company end office over Direct Inward Dial (DID) facilities. The Company will deliver the called number to the Connecting Company via the Connecting Company-provided trunk for call completion.

B. Remote Call Forwarding

Remote Call Forwarding (RCF) option for number portability is a service which permits incoming dialed calls to a telephone number, assigned to the Company, to be forwarded to a Connecting Company end office, utilizing a call forwarding of the Company's end office switch.

6.1.1 Rules and Regulations

6.1.1.A Number Portability and facilities will only be provided, where technically feasible, subject to the availability of facilities and may only be furnished from properly equipped central offices. Number Portability services and facilities are not offered for the Company's Coin Telephone service.

6.1.1.B When the exchange service offering(s) associated with Number Portability services are provisioned using remote switch(es), Number Portability service is available from host central offices.

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SECTION 6 - INTERIM NUMBER PORTABILITY SERVICE, CONT 14 1997**6.2 Responsibility of the Connecting Company**

MISSOURI

Public Service Commission

- 6.2.1 The Connecting Company shall exchange technical descriptions and forecasts of their traffic requirements in sufficient detail necessary to engineer, install, maintain, and administer the facilities subject to this arrangement.
- 6.2.2 The Connecting Company is solely responsible to obtain authorization from the end-user for the handling of the disconnection of the end-user's service with the Company, the provision of service by the Connecting Company and the provision of Number Portability services. Should a dispute or discrepancy arise regarding the authority of the Connecting Company to act on behalf of the end-user, the Connecting Company is responsible for providing written evidence of its authority.
- 6.2.3 The Connecting Company is responsible for coordinating the provisioning of the service with the Company to assure that its switch is capable of accepting Number Portability ported traffic.
- 6.2.4 The Connecting Company is solely responsible to provide equipment and facilities that are compatible with the Company's service parameters, interfaces, equipment and facilities. The Connecting Company is required to provide sufficient terminating facilities and services at the terminating end of a Number Portability call to adequately handle all traffic to that location and is solely responsible to ensure that its facilities, equipment and services do not interfere with or impair any facility, equipment or service of the Company or any of its end-users.

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SECTION 6 - INTERIM NUMBER PORTABILITY SERVICE, CONT. OCT 14 1997

6.2 Responsibility of the Connecting Company, cont. MISSOURI
Public Service Commission

- 6.2.5 The Connecting Company is responsible for providing an appropriate intercept announcement service for any telephone number subscribed to Number Portability services for which it is not presently providing local exchange service.
- 6.2.6 Where the Connecting Company chooses to disconnect or terminate any Number Portability service, it is responsible for designating the preferred type of announcement to be provided by the Company at appropriate unregulated intercept rates, if applicable.
- 6.2.7 The Connecting Company is responsible for designating to the Company at the time of its initial service request for Number Portability services one of the following options with respect to Credit Card, Collect, third party, and other operator handled calls from or to Number Portability assigned telephone numbers: (1) the Connecting Company may request that the Company block all such calls; (2) the Connecting Company may accept billing from the Company for such calls; or (3) the Connecting Company may negotiate a separate agreement with the Company establishing the call handling, processing, billing and collection responsibilities of the parties.
- 6.2.8 The Company will make available notes and other information necessary describing the interoffice transmission and signaling procedures standard to the Company's network.

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SECTION 7 - GRANDFATHERED SERVICES

The following grandfathered services are only available to existing customers under contractual arrangements (N)
in effect as of July 3, 2002, unless otherwise specifically identified herein. (N)

7.1 Primary Rate Interface Service¹

(T)

Primary Rate Interface (PRI) is an ISDN based end-to-end digital circuit that provides 23 64Kbps B and 1 64Kbps D channel over a T1 at a transmission speed of 1.472Mbps.

Customers purchase PRI in a 23B+D channel configuration for a fixed monthly fee. Additional costs are incurred for DID numbers, additional listings, and non-published numbers. A one time set-up fee also applies. A one year contract is required and service is subject to additional charges in areas without Intermedia facilities.

PRI Service is available under two distinct pricing plans, with the appropriate plan determined by the Company based on the Customer's usage profile. The plan designated as "PRI-Data" is generally used to provide access to the internet or other services where call holding times typically exceed the average holding time for voice calls of three to five minutes. Generally these are calls (connections) made to information or information access providers where there are very long holding times or connections are made on a permanent basis. All other Customers will be priced under the plan designated as "Single T PRI-Basic," found in Section 3.1.1.G.

PRI-Data Services are a specific set of services which provide one way inbound call types of Data, Voice, & 3.1KC connectivity between Intermedia's DMS-500 and the Customer's premises. PRI-Data Services are provided as 23B (or greater)+D arrangements only. Outbound calling arrangements may not be available in all serving areas.

Various non-regulated services are offered with Intermedia's PRI service. These services may involve additional charges.

| <u>Monthly Recurring</u> | <u>(SWB Areas)</u> |
|--------------------------|--------------------|
| PRI-Data | \$500 |

| <u>Nonrecurring</u> | |
|---------------------|---------------------|
| Installation | 12 month term \$500 |
| (per PRI) | 24 month term \$250 |
| | 36 month term \$125 |
| | 48 month term \$ 0 |

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¹This service is offered in conjunction with grandfathered services as specified in Section 7 herein which are only (N)
available to existing customers under contractual arrangements in effect as of October 13, 1999. (N)

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

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7.2 Unified Voice Services¹

(T)

Service Commission

Except as specifically identified in this section, the descriptions and rates for Unified Voice Services match those provided in this tariff for IntermediaOne Services. IntermediaOne Service package limitations do not apply to Unified Voice subscribers, except as identified in this section. Unified Voice subscribers may transfer to substantially similar IntermediaOne Service without incurring transfer, early termination, or nonrecurring installation charges. Transfers from Unified Voice Service to IntermediaOne Service will be on a per account basis.

Unified Voice Service Exceptions:

1. CO Trunk Service

CO Trunk Service is a two-wire, two-way, analog telephone service that uses loop start or ground start signaling. CO Trunks are used to connect the line side of the Intermedia switch to the customer's PBX, Key System, or other compatible equipment. Each trunk is assigned a unique directory number.

2. Features, Feature Packages, and Rates

Feature Package A consists
of the following optional features:

Call Forwarding - Universal¹
Call Forwarding - No Answer¹
Call Forwarding - Busy¹
Call Waiting¹
Call Hold*
Three Way Conference¹
Last Number Redial*
Cancel Call Waiting*

Feature Package B consists of all
of the features found in Package A,
plus the following features:
Ring Again (Automatic Callback)*
Blind Transfer Recall*
Call Park*
Distinctive Ring*
Speed Calling (10 numbers)*

* Available only as part of a feature package

¹ Available without feature package

¹This service is offered in conjunction with grandfathered services as specified in Section 7 herein which are only available to existing customers under contractual arrangements in effect as of February 28, 2001.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

REC'D JAN 29 2001 (N)

7.2 Unified Voice Services, cont.

| | | |
|----|--|-------------------|
| 3. | Trunk and Line Rates | Monthly Recurring |
| | Central Office Trunk (loop start) | \$36.00 |
| | Central Office Trunk (ground start) | \$41.00 |
| | Business Line 8-50 | \$24.00 |
| | Business Line 51+ | \$23.00 |
| | Business Line 8-50 w/Feature Package A | \$51.00 |
| | Business Line 51+ w/Feature Package A | \$50.00 |
| | Business Line 8-50 w/Feature Package B | \$65.25 |
| | Business Line 51+ w/Feature Package B | \$64.25 |

(N)

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Service Commission

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Regulatory Analysis and Compliance
8125 Intermedia Way
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SECTION 7 - GRANDFATHERED SERVICES, CONT.

7.3 Product Descriptions Generally¹ Service Commission

(M)(T)

Intermedia will resell many of the underlying carrier's services for business and residential Customers of the incumbent local exchange carriers that are eligible for resale. Intermedia will also sell services for business Customers provided by its own facilities, including PBX, ISDN Primary Rate Interface, Business Single Line, Key System Line, and Central Office Trunk Services, as well as certain optional trunk-side and line-side business features.

(M)

¹This service is offered in conjunction with grandfathered services as specified in Section 7 herein which are only available to existing customers under contractual arrangements in effect as of July 3, 2002. (N)

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

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7.3 Product Descriptions Generally, cont.

Service Commission (T)

7.3.1 Intermedia Facilities-Based Services¹

Intermedia will sell services for business Customers provided by its own facilities, including PBX, ISDN Primary Rate Interface, Business Line, Key System Line and Central Office Trunk Services as well as certain optional trunk side and line-side business features.

7.3.1.A InterMediaOne Trunk Side T1 Private Branch Exchange Service

PBX Trunks are used to connect a PBX to the Intermedia Switched Network. A standard configuration includes Local Central Office Trunks and one of the following dialing capabilities: Direct Inward Dialing (DID), Direct Outward Dialing (DOD) or Combination Trunks (DID and DOD = DIOD). Intermedia One Trunk Side T1 PBX trunks are provided over a T-1 circuit which holds up to twenty-four (24) individual PBX trunks.

Pricing for IntermediaOne Trunk Side 1 PBX trunks consists of a monthly charge per trunk, with up to twenty-four (24) trunks per T-1. IntermediaOne Trunk Side T1PBX trunks incur a non-recurring set-up charge and require a 1 year minimum contract.

Each IntermediaOne Trunk Side T1 PBX trunk includes the following features: one (1) directory number per trunk, number reservation for future growth, one (1) directory listing per trunk, and hunting. For an additional charge, the Customer has private listing or additional listings options. DID numbers are available in blocks of twenty (20) for an additional charge.

Customers utilizing IntermediaOne Trunk Side T-1 Private Branch Exchange Service for analog trunk services may also combine line-side services over the same T-1. The total count of lines and trunks per T-1 must be equal to or greater than eight (8), but may not exceed twenty-four (24). Descriptions and rates for line-side services are as identified in this tariff for IntermediaOne Voice Services.

(M)

¹This service is offered in conjunction with grandfathered services as specified in Section 7 herein which are only available to existing customers under contractual arrangements in effect as of July 3, 2002.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

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7.3 Product Descriptions Generally, cont.

Service Commission

7.3.1 Intermedia Facilities-Based Services, cont.

7.3.1.A InterMediaOne Trunk Side T1 Private Branch Exchange Service

Monthly Recurring (Per Channel)

| | <u>Digital</u> | <u>Analog</u> |
|--------------------|----------------|---------------|
| 12 month agreement | \$28.13 | \$36.46 |
| 24 month agreement | \$25.31 | \$32.81 |
| 36 month agreement | \$23.91 | \$30.99 |

Non-Recurring (per T-1)

| | <u>Digital</u> | <u>Analog</u> |
|--------------------|----------------|---------------|
| 12 month agreement | \$500 | \$500 |
| 24 month agreement | \$250 | \$250 |
| 36 month agreement | \$ 0 | \$ 0 |

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

7.3 Product Descriptions Generally, cont.

7.3.1 Intermedia Facilities-Based Services, cont.

7.3.1.B ISDN Primary Rate Interface (PRI) Service

ISDN Primary Rate Interface (PRI) Service is a flat-rated, local ISDN/PRI or non-ISDN T-1 connection service. PRI Service provides one-way inbound ISDN/PRI T-1 or one-way non-ISDN T-1 connections to Intermedia's switching platform. As provided by Intermedia, ISDN/PRI T-1 connections allow both analog and 56/64kbps digital inbound calls to be received by customers. Non-ISDN T-1 connections only allow analog calls to be received.

PRI is a transport technology available to customers with the capability of terminating a PRI into their Customer Premises Equipment (CPE). PRI compatible equipment may include PBX's, Hybrid KEY Systems, Automatic Call Distributors (ACD), Routers, Data/Voice Gateways and other types of equipment.

PRI Service is provided in a minimum arrangement of 23 bearer channels and one signaling channel (23B+D) when provisioned over ISDN/PRI T-1 connections or 24 DS0 channels when provisioned over non-ISDN T-1 connections.

If ISDN/PRI trunk group sizes greater than 23B+D channels are required, the PRI Service Non-Facility Associated Signaling (NFAS) arrangement must be ordered.

PRI Service is available through three types of arrangements:

- Collocated PRI -- the Customer's premises is collocated with the Company's switch.

Collocated PRI Service is terminated on a network demarcation block, installed in a customer's collocated cabinet. The customer's collocated cabinet must be in an Intermedia switch (e.g., DMS 500) collocation space.

Collocated PRI Service does not include any optical fiber, Digital Cross-connect System (DCS) or channel multiplexing electronics that may be additionally required by the customer to terminate this service at other than a DS1 termination interface.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

Missouri Public

7.3 Product Descriptions Generally, cont.

REC'D MAY 06 2002
(M)

7.3.1 Intermedia Facilities-Based Services, cont.

Service Commission

7.3.1.B ISDN Primary Rate Interface (PRI) Service, cont.

- On-Net PRI -- the Customer's premises is within a building served by the Company's facilities.¹

On-Net PRI Service is provisioned over Intermedia optical fiber T-1 connections. These T-1 (DS1 termination interface) connections are terminated in the customer's business location in a building served by the Company's facilities.

On-Net PRI Service does not include any optical fiber, Digital Cross-connect System (DCS) and or channel multiplexing electronics that may be additionally required by the customer to terminate this service at other than a DS1 termination interface (such as DS3 or higher).

- Off-Net PRI -- the Customer's premises is within Intermedia's serving area, but is not collocated with the Company's switch or within a building served by the Company's facilities¹. Service is provided via extended T1's using Intermedia and/or ILEC facilities.

Off-Net PRI Service does not include any optical fiber, Digital Cross connect System (DCS) and or channel multiplexing electronics that may be additionally required by the customer to terminate this service at other than a DS1 termination interface (such as DS3 or higher).

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

REC'D MAY 06 2002

7.3 Product Descriptions Generally, cont.

Service Commission

7.3.1 Intermedia Facilities-Based Services, cont.

7.3.1.B ISDN Primary Rate Interface (PRI) Service, cont.

(M)

1. Optional Arrangements

a. Virtual FX PRI Service

Virtual FX PRI Service provides the capability to allow one-way inbound calls from Intermedia Local Calling Areas that are outside of the customer's home calling area, but served by the same Company switch.

The customer must subscribe to PRI Service. Virtual FX PRI Service rates apply to each group of 24 channels in the trunk group arrangement. For the purpose of rate application, all arrangements, whether 23B+D or 24B, are considered to have 24 DS0 channels.

(M)

¹ defined as Intermedia owned and managed fiber and electronics.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

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7.3 Product Descriptions Generally, cont.

REC'D MAY 06 2002

7.3.1 Intermedia Facilities-Based Services, cont.

Service Commission (M)

7.3.1.B ISDN Primary Rate Interface (PRI) Service, cont.

1. Optional Arrangements, cont.

b. PRI Network Access NFAS Arrangement

Non-Facility Associated Signaling (NFAS) is an arrangement where a single D channel controls more than the 23B channels in the basic 23B+D arrangement of an ISDN/PRI T1.

NFAS allows a single D channel to control up to 385 B channels. The additional ISDN/PRI T1's are configured without D channels in a 24 B channel arrangement.

To prevent a failure of ISDN/PRI T1's, a second D channel is assigned to one other ISDN/PRI T1. This second D channel is called the "backup" D channel and will take over if the primary ISDN/PRI T1 (23B+D) fails.

ISDN/PRI T1 D channel backup capability is included with the NFAS arrangement.

c. Dial Line Service

The Dial Line is a "Plain Old Telephone Service" (POTS) line without any features. The Dial Line is only provided where the customer's premises is collocated with the Company's switch.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

REC'D MAY 06 2002

7.3 Product Descriptions Generally, cont.

Service Commission

7.3.1 Intermedia Facilities-Based Services, cont.

7.3.1.B ISDN Primary Rate Interface (PRI) Service, cont.

(M)

2. Local Calling Areas

When the customer purchases PRI Service services from Intermedia, the customer must designate one of the Intermedia local calling areas as the customer's "home calling area." The Intermedia local calling areas match existing ILEC local calling areas.

When the customer is not collocated with the Company's switch, the customer's service address dictates the relevant home calling area.

When the customer collocates with a Company switch location, the customer may choose which of the local calling areas served by the Company switch will be the customer's home calling area.

The customer may only designate one local calling area as the home calling area from among the local calling areas served by the Company switch. All other local calling areas served by that switch will be considered Virtual FX calling areas with respect to the customer's designated home calling area. A Virtual FX charge applies to each PRI Service provided to the customer in a Virtual FX calling area. A Virtual FX calling area is any local calling area which, although served by the same Company switch, is not the customer's designated home calling area.

3. Rate Regulations

a. PRI Service Term

PRI Service is offered on a minimum 12-month term only. Should service be discontinued in less than 12 months after installation, termination charges shall apply. A service terminated during the first 12 months will be charged at the monthly rate multiplied by the number of months left on the 12-month term.

b. Discounts

Volume discounts are available on installation and monthly charges as provided herein. The volume level is determined by adding together the total numbers of PRI's provided to the customer by the Company.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

Missouri Public

7.3 Product Descriptions Generally, cont.

REC'D MAY 06 2002^(M)

7.3.1 Intermedia Facilities-Based Services, cont.

7.3.1.B ISDN Primary Rate Interface (PRI) Service, cont.

Service Commission

1. Collocated PRI

| | Non-Recurring <u>Charge</u> | Monthly Recurring <u>Charge</u> |
|----------------------|--------------------------------|------------------------------------|
| PRI's 1-10, per PRI | \$300 | \$515 |
| PRI's 11-50, per PRI | \$250 | \$460 |
| PRI's >50, per PRI | \$150 | \$425 |

2. On-Net PRI

| | Non-Recurring <u>Charge</u> | Monthly Recurring <u>Charge</u> |
|----------------------|--------------------------------|------------------------------------|
| PRI's 1-10, per PRI | \$400 | \$570 |
| PRI's 11-50, per PRI | \$300 | \$490 |
| PRI's >50, per PRI | \$200 | \$430 |

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

7.3 Product Descriptions Generally, cont.

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7.3.1 Intermedia Facilities-Based Services, cont.

REC'D MAY 06 2002 (M)

7.3.1.B ISDN Primary Rate Interface (PRI) Service, cont.

Service Commission

3. Off-Net PRI

| | Non-Recurring <u>Charge</u> | Monthly Recurring <u>Charge</u> |
|----------------------|--------------------------------|------------------------------------|
| PRI's 1-10, per PRI | \$500 | \$800 |
| PRI's 11-50, per PRI | \$400 | \$750 |
| PRI's >50, per PRI | \$250 | \$720 |

4. Virtual FX PRI Service

| | Non-Recurring <u>Charge</u> | Monthly Recurring <u>Charge</u> |
|------------------|--------------------------------|------------------------------------|
| First PRI's | \$300 | \$275 |
| Additional PRI's | \$ 35 | \$ 40 |

5. PRI Network Access NFAS Arrangement

| | Non-Recurring <u>Charge</u> | Monthly Recurring <u>Charge</u> |
|------------------|--------------------------------|------------------------------------|
| Per Arrangements | \$75 | \$15 |

6. Dial Line Service

| | Non-Recurring <u>Charge</u> | Monthly Recurring <u>Charge</u> |
|---------------|--------------------------------|------------------------------------|
| Per Dial Line | \$35 | \$25 |

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SECTION 7 - GRANDFATHERED SERVICES, CONT. *Missouri Public*

7.3 Product Descriptions Generally, cont.

7.3.1 Intermedia Facilities-Based Services, cont.

7.3.1.C Optional Business Features

1. Direct Inward Dial (DID) Service

DID Service is an optional feature which can be purchased in conjunction with Company-provided PBX Trunks. DID service forwards the dialed digits for all incoming calls allowing the Customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. Charges for DID capability and DID number blocks apply in addition to charges specified for PBX Trunks. One additive charge applies for each DID-equipped PBX Trunk or channel. Customer is required to purchase at least one DID number block

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

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7.3 Product Descriptions Generally, cont.

Service Commission

7.3.1 Intermedia Facilities-Based Services, cont.

7.3.1.C Optional Business Features, cont.

(M)

1. Direct Inward Dial (DID) Service, cont.

for each DID equipped trunk or trunk group, or DID-equipped channel or group. The Company reserves the right to limit the amount of DID numbers constituting a block of telephone numbers in a group. Blocks of number groups will be determined at the sole discretion of the Company's resources. In addition, the Company reserves the right to review vacant DID stations or stations not in use to determine efficient telephone number utilization. Should the Company determine, based on its own discretion, that there is inefficient number utilization, the Company may reassign the DID numbers.

The Customer has no property rights to the telephone number or any other call number destination associated with DID service furnished by the Company, and no right to the continuance of service through any particular end office. The Company reserves the right to change such numbers, or the end office designation associated with such numbers, or both, assigned to the Customer, whenever the company deems it necessary to do so in the conduct of its business.

| | <u>Nonrecurring</u> | <u>Monthly Charge</u> |
|---------------------------------|---------------------|-----------------------|
| Initial Block (20 DID Nos.) | \$100 | \$4.00 |
| Additional Blocks (20 DID Nos.) | \$ 15 | \$4.00 |

2. PIC Change Charge

| | |
|---------------------------------|---------------------|
| Per Standard, Key Line or Trunk | \$10.00 per request |
| 25 Pair Termination Blocks | \$65.00 per request |

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

REC'D MAY 06 2002

7.3 Product Descriptions Generally, cont.

Service Commission

7.3.1 Intermedia Facilities-Based Services, cont.

7.3.1.D Equal Access

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Customers can access the services of other providers which utilize the Company's Access Services under the Company's Access and Interconnection Tariff. Customers may presubscribe to another provider's interLATA or intraLATA services in order to originate interLATA and intraLATA calls on a 1+ basis or to receive 800 service from such provider, or may access other providers' intraLATA and interLATA services on an ad hoc basis by dialing the provider's Carrier Identification Code. The Customer is solely liable for charges assessed by other providers for their services.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

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7.3 Product Descriptions Generally, cont.

Service Commission

7.3.1 Intermedia Facilities-Based Services, cont.

7.3.1.E IntermediaOne Voice Services

(M)

IntermediaOne Voice Services are offered only in conjunction with Intermedia's long distance services. IntermediaOne Voice Service arrangements consisting of fewer than eight (8) lines/trunks per customer location are not available. Business Line Package and Key Systems Package as well as individual features, identified herein are available with IntermediaOne Voice Services.

1. Business Line Service

Business Line Service is a two-wire, two-way, analog telephone service that uses loop or ground start signaling. Each line is assigned a unique directory number. This service can be used for single lines, multiple line service, key system lines, fax lines, or modem lines.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

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7.3 Product Descriptions Generally, cont.

7.3.1 Intermedia Facilities-Based Services, cont.

Service Commission

7.3.1.E IntermediaOne Voice Services, cont.

(M)

| LINE | RATES |
|--------------------------------|---------|
| Business Single Line | |
| 12 Months | \$24.00 |
| 24 Months | \$21.60 |
| 36 Months | \$20.40 |
| Business Single Line Package* | |
| 12 Months | \$34.58 |
| 24 Months | \$31.12 |
| 36 Months | \$29.39 |
| Business Single Line Fax/Modem | |
| 12 Months | \$24.00 |
| 24 Months | \$21.60 |
| 36 Months | \$20.40 |
| Key Systems Package* | |
| 12 Months | \$29.26 |
| 24 Months | \$26.86 |
| 36 Months | \$25.66 |

*See section 7.3.1.F for a complete list of features included in each package.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

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7.3 Product Descriptions Generally, cont.

Service Commission (M)

7.3.1 Intermedia Facilities-Based Services, cont.

7.3.1.F IntermediaOne Voice Optional Features

1. Feature Descriptions

| <u>PRODUCT</u> | <u>DESCRIPTION</u> |
|--|---|
| Call Waiting ¹ | Provides a signal to let customer know when someone is trying to reach the line the customer is currently using. |
| Cancel Call Waiting ¹ | Allows a customer to prevent, on a per-call basis, any incoming calls from sending call-waiting signals to his/her line. Incoming calls to the line are given normal busy treatment. |
| Call Forwarding - Universal ¹ | Provides the customer with the ability to reroute calls to any valid telephone number (except international numbers). The costs of the forwarded call are passed on to the customer only if the call is answered. A call can also be forwarded to a selected telephone number when the customer's line is busy or unanswered. |
| Call Forwarding - Busy ¹ | When the customer's line is busy, this service automatically routes incoming calls to Voice Mail Service or to another number, including a long distance number. |
| Call Forwarding - No Answer ¹ | Automatically routes an unanswered call after a specified number of rings. The customer specifies the number of rings when the service is ordered. |

¹Available only as part of Business Single Line Package.

²Customer Group Feature only.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

Missouri Public

7.3 Product Descriptions Generally, cont.

REC'D MAY 06 2002

7.3.1 Intermedia Facilities-Based Services, cont.

Service Commission (M)

7.3.1.F IntermediaOne Voice Optional Features, cont.

1. Feature Descriptions, cont.

PRODUCT

DESCRIPTION

Call Forwarding – Remote Access

Permits the “Call Forwarding” customer to activate, change, or deactivate call forwarding service from any touch tone telephone.

Ring Again (Automatic Callback)^{1 2}

Allows the customer encountering a busy signal to be notified when the called number becomes idle, and to be placed automatically in ring-again mode.

Blind Transfer Recall^{1 2}

Enables the customer to transfer a call to another party without waiting for that party to answer. If the other party does not answer the transferred call within a specific time-out period, the line or trunk from which the call was transferred rings back the customer.

Call Park^{1 2}

Allows the customer to park a call against his/her directory number. The parked call can be retrieved from any of the customer's lines or trunks by first requesting the Call Park Retrieve and then dialing the number of the telephone number against which the call was parked.

Call Hold¹

Allows the customer to place one call on hold for any length of time.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

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7.3 Product Descriptions Generally, cont.

Service Commission

7.3.1 Intermedia Facilities-Based Services, cont.

7.3.1.F IntermediaOne Voice Optional Features, cont.

(M)

1. Feature Descriptions, cont.

| <u>PRODUCT</u> | <u>DESCRIPTION</u> |
|-----------------------------------|---|
| Three Way Conference ¹ | Gives the customer the ability to connect a third person to a conversation at any time, regardless of which party initiated the call. |
| Call Transfer ¹ | Enables the customer to exit a three-way call, leaving the other two parties in conversation. |
| Last Number Redial ¹ | Enables the customer to redial his/her last called number. |
| Calling Name & Number Delivery | Stores and transmits the incoming name and telephone number after the first ring for display in a customer- provided display device. |
| Calling Number Delivery | Stores and transmits an incoming telephone number after the first ring to a customer-provided display device. (Can either be displayed on an attachment to the customer's telephone set or a Caller ID telephone.) Also stores numbers of incoming calls, with dates and times. |

¹Available only as part of Business Single Line Package.

²Customer Group Feature only.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

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7.3 Product Descriptions Generally, cont.

REC'D MAY 06 2002

7.3.1 Intermedia Facilities-Based Services, cont.

Service Commission

7.3.1.F IntermediaOne Voice Optional Features, cont.

(M)

1. Feature Descriptions, cont.

| <u>PRODUCT</u> | <u>DESCRIPTION</u> |
|---|--|
| Calling Number Delivery Blocking ¹ | Allows the customer to block transmission of the originating telephone number on any outgoing call before dialing a number. |
| Distinctive Ring ^{1 2} | Allows the customer to assign different ring cadences for calls from within the customer group to distinguish them from those from outside the group. |
| Speed Calling (10 ¹ or 30 numbers) | Provides the ability to program most frequently called numbers for one- or two-digit dialing. |
| Station Controlled Conference Call | Allows the customer to establish a conference call consisting of up to six participants without the assistance of an attendant. |
| Toll Denial/Restrictions | Toll-restricted lines or trunks are either denied access to long distance or are assigned toll-diversion which routes the caller to an 'attendant' position. |

¹Available only as part of Business Single Line Package.

²Customer Group Feature only.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

Missouri Public

7.3 Product Descriptions Generally, cont.

REC'D MAY 06 2002

7.3.1 Intermedia Facilities-Based Services, cont.

7.3.1.F IntermediaOne Voice Optional Features, cont. Service Commission

(M)

1. Feature Descriptions, cont.

| <u>PRODUCT</u> | <u>DESCRIPTION</u> |
|---------------------------------------|--|
| Directory Number Hunting ¹ | Directs inward calls to the next defined trunk or line when the called number is in use. |
| Call Pickup ^{1 2} | Allows a customer to answer incoming calls to another line or trunk within the customer's defined call pickup group. |
| Group Intercom ^{1 2} | A feature that enables a customer to automatically dial a member of a predesignated group by using abbreviated dialing; e.g., a customer group with 100 members can dial each other by dialing a two-digit number. |
| Uniform Call Distribution | A system for distribution of incoming calls on a first-in, first-out basis. |
| Automatic Line (Hotline) | Provides an automatic connection between a calling station that goes off-hook and a predetermined location. |

¹Available only as part of Business Single Line Package.

²Customer Group Feature only.

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SECTION 7 - GRANDFATHERED SERVICES, CONT. Missouri Public

7.3 Product Descriptions Generally, cont.

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7.3.1 Intermedia Facilities-Based Services, cont.

Service Commission (M)

7.3.1.F IntermediaOne Voice Optional Features, cont.

OPTIONAL FEATURES

| | |
|--|---------|
| Automatic Line (Hotline) | \$3.50 |
| Call Forwarding - Universal ¹ | \$3.50 |
| Call Forwarding - No Answer ¹ | \$3.25 |
| Call Forwarding - Busy ¹ | \$3.25 |
| Call Waiting ¹ | \$5.00 |
| Call Transfer ¹ | \$2.50 |
| Three-Way Conference ¹ | \$3.50 |
| Last Number Re-Dial ¹ | \$3.50 |
| Cancel Call Waiting ¹ | NC |
| Calling Number Delivery Blocking ¹ | NC |
| Ring Again (Automatic Callback) ^{1 2} | \$3.25 |
| Blind Transfer Recall ^{1 2} | \$2.50 |
| Call Park ^{1 2} | \$2.50 |
| Distinctive Ring ^{1 2} | \$4.00 |
| Speed Call Short (10 Numbers) ¹ | \$2.50 |
| Call Hold ¹ | \$2.50 |
| Call Forward Remote Access | \$3.00 |
| Calling Name and Number Delivery | \$10.00 |
| Calling Number Delivery | \$10.00 |
| Speed Call Long (30 Numbers) | \$5.00 |
| Station Controlled Conference Call | \$4.00 |
| Toll Denial/Restrictions (Code Restrictions) 1+ | \$3.25 |
| Block 900, 976 | NC |
| Block 1+555, 1+NPA+555 | \$1.00 |
| Block 411 | \$1.00 |
| Block 0+, 0- | \$1.00 |
| Block International | \$1.00 |
| Directory Number Hunting ¹ | \$5.00 |
| Call Pickup ^{1 2} | \$2.50 |
| Abbreviated Dialing (Group Intercom) ^{1 2} | \$3.25 |
| Abbreviated Dialing (Group Intercom) - Extended ² | \$7.75 |
| Uniform Call Distribution | \$2.50 |

¹Available only as part of Business Single Line Package.

²Customer Group Feature only.

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SECTION 7 - GRANDFATHERED SERVICES, CONT. **RECD MAY 06 2002**

7.3 Product Descriptions Generally, cont.

7.3.1 Intermedia Facilities-Based Services, cont.

7.3.1.F IntermediaOne Voice Optional Features, cont.

ADDITIONAL CHARGES

| | |
|----------------------------------|---------|
| Business Line Installation, each | \$35.00 |
| Additional Directory Listing | \$2.00 |

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

7.3 Product Descriptions Generally, cont.

7.3.1 Intermedia Facilities-Based Services, cont.

7.3.1.F IntermediaOne Voice Optional Features, cont.

2. Feature Packages

A. Key Systems Package

Key Systems Package consists of the following optional features:

Call Forwarding - Universal
Call Forwarding Busy/No Answer
Directory Number Hunting
Call Transfer

B. Business Single Line Package

Business Single Line Package consists of all of the features found in Key Systems Package, plus the following features:

Call Forward Busy
Call Waiting
Three-way Conference
Last Number Re-dial
Cancel Call Waiting
Calling Number Delivery Blocking
Ring Again (Automatic Callback)**
Blind Transfer Recall**
Call Park**
Distinctive Ring
Speed Calling short (10 numbers)
Call Hold
Call Pickup**
Abbreviated Dialing (Group Intercom)**

**Customer Group Feature Only

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

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7.3 Product Descriptions Generally, cont.

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7.3.1 Intermedia Facilities-Based Services, cont.

Service Commission

7.3.1.G IntermediaOne Trunk Side T1 Primary Rate Interface - Basic

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IntermediaOne Trunk Side T1 Primary Rate Interface (PRI) - Basic Service is an ISDN-based end-to-end digital circuit that provides 23 64Kbps B and 1 64Kbps D channel over a T1 at a transmission speed of 1.472Mbps.

Customers purchase PRI in a 23B+D channel configuration for a fixed monthly fee. A minutes of use charge may be applicable. Additional costs are incurred for DID numbers, additional listings, and non-published numbers. A one time set-up fee also applies. A one year contract is required and service is subject to additional charges in areas without Intermedia facilities.

For PRI applications which consist of predominantly inbound data, see Sections 3.1.1.B and/or 7.1.

Various non-regulated services are offered with Intermedia's PRI service. These services may involve additional charges.

| | Full PRI (24 Channels) | Fractional PRI ¹ |
|------------------------------------|---------------------------|-----------------------------|
| <u>Monthly Recurring</u> | | |
| 12 month agreement | \$675.00 | \$28.13/channel |
| 24 month agreement | \$583.50 | \$25.31/channel |
| 36 month agreement | \$537.75 | \$23.91/channel |
| <u>Nonrecurring - Installation</u> | | |
| 12 month agreement | \$500 | \$500 |
| 24 month agreement | \$250 | \$250 |
| 36 month agreement | \$ 0 | \$ 0 |

¹Fractional PRI Service requires a minimum of 13 channels (12b+d)

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

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7.3 Product Descriptions Generally, cont.

Service Commission

7.3.1 Intermedia Facilities-Based Services, cont.

7.3.1.H Virtual Foreign Exchange (VFX) Service

(M)

Virtual Foreign Exchange Service (VFX) establishes a virtual local presence, on an inbound basis, in a foreign exchange. VFX operates in the terminating direction only. The Company assigns the Customer a foreign exchange number to which calls are made. This service will be offered per T-1 arrangement.

The Company offers VFX only through the switching and transport facilities of the Intermedia Network. Service is available only where the Company has such facilities and where operating conditions permit the Service to be offered.

Virtual Foreign Exchange Service - Intermedia Facilities Rates

| | |
|---|-----------|
| Virtual FX (VFX) Digital | \$275 MRC |
| Virtual FX (VFX) Digital Each Additional | \$40 MRC |
| Virtual FX (VFX) Digital Install (1 st) | \$100 NRC |
| Virtual FX (VFX) Digital Install EA Add'l | \$35 NRC |
| Virtual FX (VFX) Analog | \$275 MRC |
| Virtual FX (VFX) Analog Each Additional | \$40 MRC |
| Virtual FX (VFX) Analog Install (1 st) | \$100 NRC |
| Virtual FX (VFX) Analog Ea Add'l | \$35 NRC |
| Virtual FX (VFX) PRI | \$275 MRC |
| Virtual FX (VFX) PRI Each Additional | \$40 MRC |
| Virtual FX (VFX) PRI Install (1 st) | \$100 NRC |
| Virtual FX (VFX) PRI Install Ea Add'l | \$35 NRC |

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

REC'D MAY 06 2002

7.3 Product Descriptions Generally, cont.

7.3.2 Intermedia Resold Services¹

Service Commission
(M)(P)

Intermedia's Resold Services are offered for local calling using the resold services of the ILEC.

Intermedia resells business and residential lines and optional services of the ILEC.

Resold features associated with resold local exchange service will be priced according to the rates established for such features in the underlying carrier's effective intrastate tariffs. The rates for specific resold services are set forth in Section 4 - Rates.

If a Subscriber's service changes from business service to residential service, the telephone number will normally be changed. Reference of calls will not normally be provided regardless of how long existing directories will remain in effect. Changes from residential to business service may be made without change in telephone number, if the subscriber so desires.

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¹This service is offered in conjunction with grandfathered services as specified in Section 7 herein which are only available to existing customers under contractual arrangements in effect as of July 3, 2002.

(N)

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Missouri Public

SECTION 7 - GRANDFATHERED SERVICES, CONT'D

REC'D MAY 06 2002

7.3 Product Descriptions Generally, cont.

Service Commission (M)

7.3.2 Intermedia Resold Services, cont.

7.3.2.1 Resold Exchange Access Lines

The Company concurs in the rules and regulations applying to and governing Basic Local Exchange telephone service (hereinafter referred to as Exchange Access Lines service) as set forth in the Southwestern Bell Telephone Company Local Exchange and General Exchange tariffs on file with and approved by the Public Service Commission of the State of Missouri, and in any amendments thereto as authorized by the Missouri Public Service Commission or applicable law. The Company does not concur in the rates and specific footnotes of Southwestern Bell Telephone Company for Exchange Access Line telephone services. Rates and specific footnotes for these services are set out in the following pages of this concurrence.

The Company reserves the right to cancel and make void the above concurrence statement, subject to requirements as may be ordered by the Missouri Public Service Commission, at any and such time as it appears that such cancellation is in the best interest of the Company and/or its customers.

A. Main Service

1. Business Rates and Charges

| <u>Group</u> | <u>Line Charge</u> |
|--------------|--------------------|
| D-MCA-1 | 35.00 |
| D-MCA-2 | 36.95 |

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

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7.3 Product Descriptions Generally, cont.

7.3.2 Intermedia Resold Services, cont.

Service Commission (M)

7.3.2.1 Resold Exchange Access Lines, cont.

A. Main Service, cont.

3. Service and Equipment Charges

1. Charge to install main service
access line, per access line

| | |
|-----------------|-------|
| First line | 52.25 |
| Additional line | 16.65 |

2. Charge to change telephone number
per access line

| | |
|------------|-------|
| First line | 12.25 |
|------------|-------|

3. Charge to change class or service, per
access line

| | |
|--|-------|
| | 12.25 |
|--|-------|

4. Charge to establish or rearrange
hunting sequence, per access line

| | |
|--|-------|
| | 12.25 |
|--|-------|

5. Premises Work Charge

| | |
|-----------------------|-------|
| First 15 Minutes | 39.50 |
| Additional 15 Minutes | 14.25 |

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

7.3 Product Descriptions Generally, cont.

Missouri Public

7.3.2 Intermedia Resold Services, cont.

REC'D MAY 06 2002

(M)

7.3.2.1 Resold Exchange Access Lines, cont.

Service Commission

C. Hunting Line Service

A. Rates and Charges

| | Monthly Rates | Installation Charge |
|-----------------|------------------|------------------------|
| 1. Rotary | N/A | N/A |
| 2. Circle | 0.85 | 3.25 |
| 3. Preferential | 2.52 | 3.25 |

D. Local Operator Assistance

Person-to-Person

A Service charge of \$1.80 will apply for each Semi-Automated Person-to-Person local call.

A Service charge of \$2.16 will apply for each Operator-Handled Person-to-Person local call.

Calling Cards

A service charge of \$0.31 will apply for each Fully-Automated Calling Card Station-to-Station local call.

A service charge \$0.59 will apply for each Semi-Automated Calling Card Station-to-Station local call.

Station-to-Station

A service charge of \$0.63 will apply for each Fully-Automated Station-to-Station local call.

A service charge of \$0.81 will apply for each Semi-Automated Station-to-Station local call.

A service charge of \$0.99 will apply for each Operator-Handled Station-to-Station local call.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

7.3 Product Descriptions Generally, cont.

Missouri Public

7.3.2 Intermedia Resold Services, cont.

REC'D MAY 06 2002

(M)

7.3.2.2 Resold General Exchange Vertical Services

A. Business Rates and Charges

Service Commission

Custom Calling Features

The additional monthly rate is applicable only when multiple services are ordered as specified in Paragraph 47.3.4 of Southwestern Bell's General Exchange Tariff.

Monthly Recurring

| | |
|------------------------------|------|
| Call Forwarding | 6.00 |
| Remote Access To | |
| Call Forwarding | 2.75 |
| Call Waiting (1) | 8.00 |
| Three Way Calling | 4.00 |
| Speed Calling 30 | 4.00 |
| Speed Calling 8 (2) | 4.00 |
| Call Forwarding-Busy Line | 3.00 |
| Call Forwarding-Don't Answer | 3.00 |

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

7.3 Product Descriptions Generally, cont.

Missouri Public

7.3.2 Intermedia Resold Services, cont.

REC'D MAY 06 2002

(M)

7.3.2.2 Resold General Exchange Vertical Services

Service Commission

A. Business Rates and Charges

CLASS Services

The additional monthly rates specified above are not applicable when ordered with the following services.

| | Monthly Rate |
|---|-----------------|
| Personalized Ring | |
| One Dependent DN | 5.40 |
| Two Dependent DN's | |
| 1st Dependent DN | 5.40 |
| 2nd Dependent DN | 1.80 |
| Call Trace | 6.00 |
| Calling ID Basic (Calling Number Delivery) | 8.50 |
| Caller ID Deluxe (Calling Name and Number Delivery) | 9.50 |
| Call Return | 4.00 |
| Auto Redial | 4.00 |
| Selective Call Forwarding | 4.00 |
| Call Blocker | 4.00 |
| Priority Call | 4.00 |
| Calling Number Delivery | N/C |
| Blocking - Permanent | |

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

7.3 Product Descriptions Generally, cont.

Missouri Public

7.3.2 Intermedia Resold Services, cont.

REC'D MAY 06 2002

(M)

7.3.2.2 Resold General Exchange Vertical Services

Service Commission

B. Feature Packages

Multiple Numbers of Features/Applicable Discounts

| FEATURE PACKAGE | DISCOUNT AMOUNT |
|---|-----------------|
| BusinessSaver "A": Includes Personalized Ring plus one of the following Auto Redial, Call Blocker, Call Forwarding, Call Return, Call Waiting, Priority Call, Remote Access to Call Forwarding, Selective Call Forwarding, Three-Way Calling | \$5.00 |
| BusinessSaver "B": Includes: Caller ID (Basic or Deluxe) plus any 2 of the following Auto Redial, Call Blocker, Call Forwarding, Call Return, Call Waiting, Priority Call, Remote Access to Call Forwarding, Selective Call Forwarding, Three-Way Calling) | \$5.00 |
| BusinessSaver "C": Includes: Any combination of 3 of the following: Auto Redial, Call Blocker, Call Forwarding, Call Return, Call Waiting, Priority Call, Remote Access to Call Forwarding, Selective Call Forwarding, Three Way Calling | \$4.00 |
| BusinessSaver "D": Includes: An Additional listing plus 2 of the following: Auto Redial, Call Blocker, Call Forwarding, Call Return, Call Waiting, Priority Call, Remote Access to Call Forwarding, Selective Call Forwarding, Three Way Calling | \$2.00 |
| The Works: Includes ALL of the following: Auto Redial, Call Blocker, Caller ID Deluxe, Call Forwarding, Call Return, Call Waiting, Priority Call, Remote Access to Call Forwarding, Selective Call Forwarding, Three-Way Calling. | \$29.80 |
| The Works WITHOUT Caller ID | \$21.30 |
| The Works WITHOUT Call Waiting | \$21.80 |
| The Works WITHOUT Remote Access to Call Forwarding | \$27.05 |
| The Works WITHOUT Caller ID/Call Waiting | \$13.30 |
| The Works WITHOUT Caller ID/Remote Access to Call Forwarding | \$18.55 |
| The Works WITHOUT Call Waiting/Remote Access to Call Forwarding | \$19.05 |
| The Works WITHOUT Caller ID/Call Waiting/Remote Access to Call Forwarding | \$10.55 |

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

Missouri Public

7.3 Product Descriptions Generally, cont.

REC'D MAY 06 2002

7.3.3 Resold Miscellaneous Services¹

(M)(T)
Service Commission

The Company concurs in the rules and regulations, including all footnotes thereto, applying to and governing Miscellaneous Services as set forth in the Southwestern Bell Telephone Company General Exchange Tariff on file with and approved by the Public Service Commission of the State of Missouri, and in any amendments thereto as authorized by the Missouri Public Service Commission or applicable law. The Company does not concur in the rates for the following Miscellaneous Service offerings of Southwestern Bell Telephone Company. Rates for these services are set out in the following pages of this concurrence.

The Company reserves the right to cancel and make void the above concurrence statement, subject to requirements as may be ordered by the Missouri Public Service Commission, at any such time as it appears that such cancellation is in the best interest of the Company and/or its customers.

(M)

¹This service is offered in conjunction with grandfathered services as specified in Section 7 herein which are only (N) available to existing customers under contractual arrangements in effect as of July 3, 2002.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

REC'D MAY 06 2002

7.4 Caller ID Language¹

Service Commission (M)(T)

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residence of employees/volunteers, where an executive officer of the agency registers with the telephone company a need for blocking: (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. Line blocking customers can unblock their calling name and/or number information on a per call basis, at no charge, by dialing an access code (*82 on their Touch-Tone pad or 1182 from a rotary phone) immediately prior to placing a call.

A customer may prevent the delivery of their calling name and/or number to the called party by dialing an access code (*67 on their Touch-Tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge.

If the calling party activates blocking, the name and/or number will not be transmitted across the line to the called party. Instead, Caller ID customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of their name and telephone.

The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly, by the transmission to a Caller ID customer of a name or telephone number which the calling party of the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated.

Telephone CPN information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff.

(M)

¹This service is offered in conjunction with grandfathered services as specified in Section 7 herein which are only available to existing customers under contractual arrangements in effect as of July 3, 2002.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

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7.5 Local Service Areas¹

Service Commission (M)(T)

Intermedia Communications Inc. provides local exchange and basic local exchange telecommunications service in the following exchanges currently served by Southwestern Bell Telephone. The geographic area in which service is to be offered follows the exchange boundaries and is no smaller than an exchange. Intermedia concurs in Southwestern Bell's local calling scopes that apply to the specified exchanges.

7.5.1 [Reserved for Future Use]

7.5.2 The St. Louis Metropolitan Exchange and the exchanges in following zones:

| <u>Zone 1</u> | <u>Zone 2</u> | <u>Zone 3</u> | <u>Zone 4</u> |
|----------------|---------------|---------------|---------------|
| Ferguson | Bridgeton | Manchester | Harvester |
| Ladue | Creve Coeur | Chesterfield | |
| Mehlville | Florissant | St. Charles | |
| Overland | Kirkwood | Fenton | |
| Riverview | Oakville | Valley Park | |
| Sappington | Spanish Lake | | |
| Webster Groves | | | |

7.5.3 Optional Metropolitan Calling Area (MCA) Service

7.5.3.A Service Description

1. Metropolitan Calling Area (MCA) Service is available in St. Louis MCA.
2. In selected exchanges, MCA service is an optional service which provides the subscriber with an optional local calling area which includes the respective Metropolitan Exchange and certain customers in other exchanges where MCA service is also available, as described in the section below.
3. In each MCA, exchanges and Metropolitan Exchange Zones are grouped into different MCA rate classifications. In the St. Louis MCA, exchanges where Optional MCA Service is available are classified as MCA-3, MCA-4, or MCA-5.

(M)

¹This service is offered in conjunction with grandfathered services as specified in Section 7 herein which are only available to existing customers under contractual arrangements in effect as of July 3, 2002.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.
REC'D MAY 06 2002

7.5 Local Service Areas

7.5.3 Optional Metropolitan Calling Area (MCA) Service, cont.

7.5.3.B Availability of Service

1. St. Louis MCA

- a. The Southwestern Bell Telephone Company MCA-3 exchanges where Optional MCA service is available are: Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Maxville and Imperial.
- b. The Southwestern Bell Telephone Company MCA-4 exchanges where Optional MCA service is available are: Harvester, Pond, Eureka, High Ridge, Antonia and Herculaneum/Pevely.
- c. The Southwestern Bell Telephone Company MCA-5 exchanges where Optional MCA service is available are: Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus/Crystal City, and DeSoto.

7.5.3.C Calling Scope

1. Service Areas

a. St. Louis MCA

The total service area for the St. Louis MCA is comprised of the following six groups of zones and exchanges:

- I. Southwestern Bell's St. Louis Metropolitan Exchange, including the Principal Zone; the MCA-1 Zones of Ferguson, Ladue, Mehlville, Overland, Riverview, Sappington and Webster Groves; and the MCA-2 Zones of Bridgeton, Creve Coeur, Florissant, Kirkwood, Oakville and Spanish Lake.
- II. MCA-3 includes the following: Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Maxville and Imperial; and Orchard Farm Telephone Company's exchange of Orchard Farm.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

Missouri Public

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7.5 Local Service Areas

7.5.3 Optional Metropolitan Calling Area (MCA) Service, cont. Service Commission

7.5.3.C Calling Scope, cont.

1. Service Areas, cont.

a. St. Louis MCA, cont.

III. MCA-4 includes the following: Southwestern Bell's exchanges of Harvester, Pond, Eureka, High Ridge, Antonia and Herculaneum/Pevely; and GTE Midwest, Incorporated's (GTE's) exchanges of St. Peters, O'Fallon and Dardenne.

IV. MCA-5 includes the following: Southwestern Bell's exchanges of Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus/Crystal City and DeSoto; and GTE's exchanges of Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta.

2. Optional MCA Calling Scopes

a. St. Louis MCA-3 Calling Scope

The calling scope for MCA subscribers in MCA-3 exchanges includes all customers in the Metropolitan Exchange, all customers in MCA-3 exchanges, and MCA subscribers in MCA-4 and MCA-5 exchanges.

b. St. Louis MCA-4 Calling Scope

The calling scope for MCA subscribers in MCA-4 exchanges includes all customers in the Metropolitan Exchange, all customers in MCA-3 and MCA-4 exchanges, and MCA subscribers in MCA-5 exchanges.

c. St. Louis MCA-5 Calling Scope

The calling scope for MCA subscribers in MCA-5 exchanges includes all customers in the Metropolitan Exchange, all customers in MCA-3 and MCA-4 exchanges, and MCA subscribers in MCA-5 exchanges. (M)

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SECTION 7 - GRANDFATHERED SERVICES, CONT. REC'D MAY 06 2002

7.5 Local Service Areas (M)

7.5.3 Optional Metropolitan Calling Area (MCA) Service, cont. Service Commission

7.5.3.D Regulations

1. Unless otherwise specified in these regulations, MCA is offered to all classes and grades of business customers located in an MCA exchange. MCA service is also available in conjunction with Foreign Exchange Service in an MCA exchange.
2. In situations where multiple access lines share the same working telephone number, if one such line subscribes to MCA service, then all lines must subscribe to MCA service.
3. In situations where a hunting arrangement between access lines is provided by the Telephone Company, no MCA line may be configured to hunt to a non-MCA line.
4. Rate Application
 - a. The MCA monthly rates specified herein, apply on a per-line basis.
 - b. Optional MCA rates and charges apply in addition to all other rates and charges paid by the customer for other services of the Telephone Company.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

7.5 Local Service Areas

7.5.3 Optional Metropolitan Calling Area (MCA) Service, cont.

7.5.3.E Rates

| | | |
|----|--------------------------|-----------------|
| A. | Monthly Rates*, per line | |
| | St. Louis/MCA-3 | <u>Business</u> |
| | Flat Rate Option | \$0.00 |
| | St. Louis/MCA-4 | |
| | Flat Rate Option | \$0.00 |
| | St. Louis/MCA-5 | |
| | Flat Rate Option | \$0.00 |

*Included in basic rates at no charge. See Sections 7.3.1.A, 7.3.1.F, and 7.3.1.G to identify basic rates.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

REC'D MAY 06 2002

7.6 Directory Listings¹

Service Commission (M)(T)

For each Customer of Intermedia's Exchange Access Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings. See Section 4.3.4.C for the rates for additional directory listings.

Regular business and residence extra listings will be furnished at the following rates:

| | <u>MONTHLY RATE</u> | <u>SERVICE AND EQUIPMENT CHARGE</u> |
|---|-------------------------|---|
| Business extra listings, each (CLT) | \$2.45 | \$9.50 |
| Residence extra listings, each (RLT) | 1.60 | 6.00 |

(M)

¹This service is offered in conjunction with grandfathered services as specified in Section 7 herein which are only available to existing customers under contractual arrangements in effect as of July 3, 2002.

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SECTION 7 - GRANDFATHERED SERVICES, CONT. REC'D MAY 06 2002

7.7 Operator-Assisted Services¹

Service Commission (M)(T)

Operator-assisted services are provided to Business and Residential Customers on a presubscribed basis. Services are also provided to Customers and Users of exchange access lines which are presubscribed to the Company's interexchange outbound calling services. Various billing arrangements are available with Intermedia's operator-assisted service including Calling Card, Commercial Credit Card, Collect, Person-to-Person and Third Party. Charges apply as stated in Section 4, as well as per call operator charges.

Operator Charges (per call)

| | <u>Charge</u> |
|--------------------------|---------------|
| Person-to-Person | \$2.49 |
| Station-to-Station | \$0.99 |
| Calling Card/Credit Card | \$0.79 |

(M)

¹This service is offered in conjunction with grandfathered services as specified in Section 7 herein which are only available to existing customers under contractual arrangements in effect as of July 3, 2002.

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

REC'D MAY 06 2002

7.7 Operator-Assisted Services, cont.

(M)
Service Commission

7.7.1 Operator Dialed Surcharge

This surcharge applies to Operator Station and Person-to-Person rated calls when the Customer has the capability of dialing all the digits necessary to complete a call, but elects to dial only the appropriate operator code and requests the operator to dial the called station. The surcharge does not apply to:

- 1) calls where a Customer cannot otherwise dial the call due to defective equipment or trouble on the Intermedia network; and
- 2) Calls in which a Company operator places a call for a calling party who is identified as being handicapped and unable to dial the call because of his/her handicap.

The Operator Dialed Surcharge applies in addition to any other applicable operator charges.

Operator Dialed Surcharge \$0.74

When more than one class of service is involved, only the higher surcharge is applicable.

7.7.2 Busy Line Verify and Line Interrupt Service

Upon request of a calling party, the Company will verify a busy condition on a called line. The operator will determine whether the line is clear or in use and report its status to the calling party. The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

A charge will apply when:

1. The operator verifies that the line is busy with a call in progress;

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

REC'D MAY 06 2002

7.7 Operator-Assisted Services, cont.

7.7.2 Busy Line Verify and Line Interrupt Service, cont.

(M)
Service Commission

2. The operator verifies that the line is available for incoming calls; or
3. The operator verifies that the called number is busy with a call in progress and the customer requests interruption. The operator will then interrupt the call, advising the called party of the name of the calling party. One charge will apply for both verification and interruption.

No charge will apply when:

1. The calling party advises that the call is to or from an official public emergency agency; or
2. Under conditions other than the three stated above.

Busy Verification and Interrupt service is furnished where and to the extent that facilities permit. The Customer shall indemnify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person.

Each request

| | |
|---|--------|
| Busy Line Verify Service | \$1.20 |
| Busy Line Verify and Line Interrupt Service | \$1.85 |

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

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7.8 Directory Assistance¹

Service Commission (M)(T)

Customers and users of the Company's business and residential calling services (excluding Toll Free services) may obtain directory assistance in determining telephone numbers within the state by calling the Directory Assistance operator.

Call allowances are as stated below:

1. Business customers using directory assistance will receive ten (10) free calls per line or PBX trunk line per month.

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¹This service is offered in conjunction with grandfathered services as specified in Section 7 herein which are only available to existing customers under contractual arrangements in effect as of July 3, 2002. (N)

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SECTION 7 - GRANDFATHERED SERVICES, CONT.

Missouri Public

7.8 Directory Assistance, cont.

REC'D MAY 06 2002
(M)

A credit will be given for calls to Directory Assistance when:

Service Commission

1. The Customer experiences poor transmission or is cut-off during the call,
2. The Customer is given an incorrect telephone number, or
3. The Customer inadvertently misdials an incorrect Directory Assistance NPA.

To receive a credit, the customer must notify the Company operator or Business Office of the problem experienced.

Exemptions

1. Residential Customers are exempt from Directory Assistance charges.
2. The single-line main telephone exchange line of a handicapped user, as defined by the Federal Register, Vol. 35 #126, which has been registered with the Company will be exempt from Directory Assistance charges.
3. Directory Assistance attempts to telephone numbers which are non-listed or non-listed and non-published are exempt from being charged a Directory Assistance charge (see Section 4.3.4), and shall not be included in the ten call allowance.

| | <u>Local</u> | <u>All Other</u> |
|-------------|--------------|------------------|
| Per Request | \$0.90 | \$0.90 |

(M)

Material appearing on this page was previously located on Page 55 and 93.

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SECTION 7 - GRANDFATHERED SERVICES, CONT. REC'D MAY 06 2002

7.9 Additional Service Rates¹

Service Commission (M)(T)

7.9.1 Returned Check Charge

Returned Check Charge \$20 or 5% of the amount of check, whichever is greater

7.9.2 Service Implementation Charge

Service Implementation Charge \$15.00

7.9.3 Reconnection Charge

Reconnection Charge \$25/ per occurrence

(M)

¹This service is offered in conjunction with grandfathered services as specified in Section 7 herein which are only available to existing customers under contractual arrangements in effect as of July 3, 2002.

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SECTION 8 - PROMOTIONS

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The Company, from time to time, may make promotional offerings of its services which may include waiving (N) or reducing the applicable charges for the promoted service. The promotional offerings may be limited as to the duration, the date and times of the offerings and the locations where the offerings are made. (N)

8.1 Single T Private Branch Exchange Service

For all orders through March 31, 2000, the following promotional opportunities are available to new customers. Customers must have twelve or more channels/lines per T-1 to qualify.

- a. No nonrecurring charges for 24 month agreements (nonrecurring charge waiver does not include site preparation charges, if required).
- b. \$250 per T-1 nonrecurring charge for 12 month agreements.
- c. 15% reduction in monthly recurring local exchange service charges (does not include long distance services charges) for 36 month agreements.
- d. 10% reduction in monthly recurring local exchange service charges (does not include long distance services charges) for 24 month agreements.

8.2 Direct Inward Dial (DID) Service

For all orders through March 31, 2000, the following promotional opportunities are available to new customers. Customers must have twelve or more channels/lines per T-1 to qualify.

- a. No nonrecurring charges for 24 and 36 month agreements.
- b. 50% reduction in nonrecurring charges for 12 month agreements

8.3 Single T Primary Rate Interface (PRI)-Basic Service

For all orders through March 31, 2000, the following promotional opportunities are available to new customers. Customers must have twelve or more channels/lines per T-1 to qualify.

- a. No nonrecurring charges for 24 month agreements (nonrecurring charge waiver does not include site preparation charges, if required).
- b. \$250 per PRI nonrecurring charge for 12 month agreements
- c. 15% reduction in monthly recurring local exchange service charges (does not include long distance services charges) for 36 month agreements.
- d. 10% reduction in monthly recurring local exchange service charges (does not include long distance services charges) for 24 month agreements.

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SECTION 8 - PROMOTIONS, CONT.

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8.4 Unified Voice Services

REC'D JAN 26 2000

For all orders through March 31, 2000, the following promotional opportunities are available to new customers. Customers must have twelve or more channels/lines per T-1 to qualify.

- a. No installation charges.
- b. 15% reduction in monthly recurring local exchange service charges (does not include long distance services charges) for 36 month agreements.
- c. 10% reduction in monthly recurring local exchange service charges (does not include long distance services charges) for 24 month agreements.

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SECTION 8 - PROMOTIONS, CONT.

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8.5 Satisfaction Guarantee Promotion

Service Commission

Beginning July 3, 2002 and ending September 30, 2002, the Company will offer the following promotion to (a) new facilities based business Customers who at time of promotion enrollment order new Local Line, analog Local Trunk-Basic, digital Local Trunk-Basic, digital Local Trunk-DID, digital Local Trunk-2 Way Direct and/or Local ISDN-PRI service (Promotional Trunks); and (b) existing facilities based business Customers who order new Promotional Trunks at time of promotion enrollment.

To be eligible for this promotion Customers must subscribe to a new term plan with a one-year commitment.

Benefit: During the Customer's first 90 days of service after installation, if the Customer is dissatisfied for any reason with the Company's local service, the Customer can cancel service under this promotion without liability.

Promotional Trunks must be installed by December 31, 2002.

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SECTION 8 - PROMOTIONS, CONT.

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(N)

8.6 Install Waiver Promotion

Service Commission

Beginning July 3, 2002 and ending September 30, 2002, the Company will offer the following promotion to new facilities-based business service Customers who convert existing local exchange service from another local exchange carrier to Intermedia local exchange service. To receive the benefits for this promotion, Customers must commit, at the time of converting to the Company's local exchange service, to a one year term commitment. Eligible Customers will have applicable non-recurring installation charges listed below waived for the length of their committed term:

Account Setup

Account Changes (including Moves, Changes, Additions, and Billing Record Changes)

Line and Trunk Connection Charges for Local Line, Local Trunk-Basic, Local Trunk - DID and Local Trunk - 2 Way Direct

DID and 2 Way Direct Block of Numbers

Vanity Number

Directory Listings

Local ISDN-PRI T-1 Installation Charge

Local ISDN-PRI Optional Features

Local Line and Local Trunk Optional Features

Customers who terminate their term plan prior to the expiration of the committed term will no longer receive the benefits of this promotion. New lines and trunks for new Customer locations added after the initial service install are not eligible to receive the installation waiver for the committed term.

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SECTION 8 - PROMOTIONS, CONT.

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(N)

8.7 Local NationwideOne Promotion

Service Commission

Beginning July 3, 2002 and ending September 30, 2002, the Company will offer the following promotion to new and existing facilities-based business customers who order a new T-1 of Digital Local Trunk-Basic, Digital Local Trunk-DID, Digital Local Trunk-2 Way Direct and/or Local ISDN-PRI service (Promotional Service).

Eligibility: To be eligible for this promotion:

New and existing customers who are not existing subscribers to a Term Plan must subscribe to a new Term Plan for a one year term commitment at the time of promotion enrollment. Existing customers whose existing Term Plan is due to expire at the time of promotion enrollment are eligible to receive the benefits of this promotion for new Promotional Service provided that the existing customer subscribes to a new Term Plan for a one year term commitment pursuant to the renewal eligibility terms and conditions set forth in the Term Plan Agreement;

Benefits: Enrolled Customers may select a metered plan or flat rate plan. The following monthly recurring charge (Promotional Charge) per T-1 will apply for the length of the customers term commitment based on the plan selected:

| | <u>Monthly Recurring Charge (Per T-1)</u> |
|---|---|
| Local Trunk-Basic, Local Trunk-DID and Local Trunk-2 Way | |
| Metered Plan | \$209.32 |
| Flat Plan | \$564.32 |
| <u>Local ISDN-PRI</u> | |
| Metered Plan | \$241.00 |
| Flat Plan | \$596.00 |

Customers selecting the Metered Plan will receive the following promotional monthly usage rates:

| | |
|------------------------------|-------------------------------|
| <u>1st Minute</u> | <u>Each Additional Minute</u> |
| \$0.0158 | \$0.0095 |

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SECTION 8 - PROMOTIONS, CONT.

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8.7 Local NationwideOne Promotion (Cont'd)

Service Commission

The Promotional Charge is in lieu of the standard tariffed monthly recurring charges (except for DID number charges and Local ISDN-PRI feature package charges) for Promotional Service, usage charges, and any other local promotions (except for Installation Waiver Promotion and Local Satisfaction Guarantee Promotion).

Other Conditions: Existing customers are not eligible to receive the Promotional Charge for new Promotional Service added to a location where the customer already has existing local service. Customers selecting the metered Option must not have more than 70% of their traffic carried via inbound local and have an average off-hook time per call of more than ten minutes are not eligible to receive the benefits of this promotion.

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SECTION 8 - PROMOTIONS, CONT.

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8.8 T-Up the Internet Promotion

Service Commission

Beginning July 3, 2002 and ending September 30, 2002 the Company will offer the following promotion to new and existing facilities-based business customers.

Eligibility: To be eligible for this promotion, customers must satisfy the following conditions at the time of promotion enrollment:

Customers must order installation of at least one new channelized digital T-1 circuit of which 18 channels must be used by the customer for digital Local Trunk-Basic, digital Local Trunk-DID, and/or digital Local Trunk-2 Way Direct service provided by the Company and up to 6 channels must be used by the customer for Internet channels of 384K bandwidth. (Promotional Circuit).

New customers and existing customers not already on a term commitment must commit to a term of service for one year. Existing customers with a remaining term of service that equals or exceeds one year will remain on their existing term commitment. Existing customers with a remaining term of service less than one year must sign a new term commitment for one year.

Other Requirements: Each Promotional Circuit must be installed on or before December 31, 2002.

Benefits: In each monthly period of a customer's term of service, enrolled customers will be charged a monthly recurring charge of \$950.00 per Promotional Circuit. (Promotional Rate) excluding monthly recurring charges for DID/2 Way direct number charges, optional features and ISDN-PRI optional features.

Other Conditions:

Customers enrolled in this promotion are not eligible to receive the benefits of any other promotion or discounts including term plan discounts except for the Installation Waiver Promotion and the Local Satisfaction Guarantee Promotion.

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SECTION 8 - PROMOTIONS, CONT.

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(N)

8.8 T-Up the Internet Promotion (Cont'd)

Service Commission

Customers utilizing less local and Internet channels than the configuration defined as a Promotional Circuit, will be charged the Promotional Rate. Customers who discontinue service under this promotion before the expiration of the first year of the committed term of service will be billed and required to pay an early termination charge in an amount equal to the Promotional Rate multiplied by each monthly billing period remaining in the unfulfilled term of service. Customers who discontinue service under this promotion after the first year of the committed term will be billed and required to pay an early termination charge in an amount equal to 50 percent of the Promotional Rate multiplied by each monthly billing period remaining in the unfulfilled term of service.

Customers are not eligible to receive the benefits of this promotion for any Promotion Circuit that a customer terminates, then reinstalls, service during the customer's term of service following enrollment in this promotion.

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SECTION 8 - PROMOTIONS, CONT.

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8.9 Free Month Promotion

Service Commission

Beginning July 3, 2002 and ending July 31, 2002, the Company will offer the following promotion to new facilities-based customers who purchase new Local Line, Local Trunk-Basic, Local Trunk-DID, Local Trunk-2 Way Direct or Local ISDN PRI service (Promotional Circuits). Eligible customers must subscribe to a Term Plan for one year.

Benefits: Eligible customers enrolled in this promotion will receive a credit per location applied to each invoice month specified in the schedule below:

| <u>Term of Service</u> | <u>Invoice Month</u> |
|------------------------|----------------------|
| 1 Year | 12th month |

Each credit will be equal to the customer's monthly recurring charges for Local Line, Local Trunk-Basic, Local Trunk-DID/2 Way Direct, Local Trunk-DID/2 Way Direct Number Charges, Optional Features and Local Trunk ISDN PRI, after discounts, based on the month of service prior to each invoice month specified in the schedule above. Measured Option customers will receive an additional credit for usage incurred based on the average local usage for the 3 months of service prior to each invoice month as specified in the schedule above.

Customers discontinuing local service or terminating their term plan prior to the expiration of the committed term will not be eligible to receive the benefits of this of this promotion. Credits provided under this promotion will not be calculated upon IntraLATA Toll Service. Promotional Circuits must be ordered by August 31, 2002.

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